

MEDIATION PROGRAM

WHAT IS MEDIATION?

A way for two parties that disagree to talk about their issues with a neutral person to guide the conversation.

MEDIATION IS:

- **Confidential:** All parties will be required to sign a confidentiality agreement.
- **Voluntary:** All participants have freely chosen to participate in the mediation process.
- **Unbiased:** The mediator will be a neutral participant to help facilitate a productive conversation.
- **Communicative:** Mediation helps the involved parties find a resolution to their issue. Mediators do not give their opinion or make recommendations.
- **Empowering:** Addressing a conflict together can be more satisfying for some than the traditional complaint process.

HOW DO I PARTICIPATE IN MEDIATION?

- Complaints eligible for mediation will be **referred on a case by case basis by the OPAT investigative team.**

WHY IS MEDIATION HELPFUL?

- Mediation allows the public and Boston Police Department (BPD) employees a chance to talk through problems or miscommunications that may occur during BPD interactions.