

Mediation FAQs

What is mediation?

- Mediation is an informal and confidential way for people to resolve disputes with the help of a neutral mediator.
- Mediation is recognized as an excellent way in which to resolve disputes and is utilized by the courts regarding many legal issues such as divorce and family law, small claims suits, labor and employment disputes and is even being used more often with large companies in resolving disputes in house.
- Mediation is **FREE** through our office.
- Mediation is not a trial or hearing and does not allow for anyone to testify or submit evidence.
- Mediation is a voluntary process and can also occur at any point during the complaint process provided all parties agree. Parties may have legal representation at the mediation; however, it is not required. Attorneys in mediation generally advise clients, but the parties speak on their own behalf.

How can mediation help you?

- Mediation works best if everyone comes to the meeting willing to compromise.
- Mediation allows parties, not a judge or mediator, to develop their own solutions to resolve disputes.
- Mediation can offer a quick and satisfactory resolution of a complaint and can be far less expensive and time-consuming than a formal investigation or going to court.
- Potential outcomes result in a binding agreement between the parties. Resolutions may include removing barriers, implementing company policies, conducting training, job reinstatement, monetary compensation and/or providing a simple apology.
- Mediation is fair especially since mediators do not have a vested interest in the outcome.

Who are the mediators?

- Mediators for the Davenport Civil Rights Commission are generally attorneys who volunteer their time to mediate civil rights disputes.
- The mediator does not decide who is right or wrong, issue a decision or decide the outcome of mediation. Instead, the mediator simply facilitates the discussion between the disputing parties and helps the parties work out their own solutions to problems.
- The mediator cannot be someone who knows either of the parties or has any interest in the dispute.
- It is important to stress: mediators are **neutral** and do not advocate for either party.

What are the success rates of mediation?

- Approximately 50% of Davenport Civil Rights complaints go to mediation.
- Success rates are as follows:
 - 2013 - 55% of mediations were successful
 - 2012 - 65% of mediations were successful
- If mediation is unsuccessful, the investigative process will continue