

## Reasons Complainants Mediate

- ◆ To be fully heard and understood.
- ◆ To give officers feedback.
- ◆ To prevent similar incidents.
- ◆ To regain confidence in police services, and respect for officers.
- ◆ To hear the officer's perspective.

## Reasons Officers Mediate

- ◆ To be understood: Officers can't always explain their actions in the field.
- ◆ To hear complainant's perspectives.
- ◆ To speak directly with the person rather than have the complaint decided by others.
- ◆ To improve relations with individuals and the community.
- ◆ To resolve the complaint outside the disciplinary process.

## The Mediators will:

- ◆ Explain ground rules and answer questions.
- ◆ Ensure that the parties behave in a respectful manner.
- ◆ Ask questions to clarify and identify issues.
- ◆ Listen to both sides of the story.
- ◆ Not take sides or pass judgment.
- ◆ Treat all information revealed in the course of the discussion as confidential.
- ◆ Keep the discussion focused, productive and non-threatening.
- ◆ Assist in resolving the dispute.

## Suggestions for a Constructive Mediation

Be willing to offer your perspective to explain how you were affected.

Listen – and show that you are listening.

Don't blame or shame. Most people become defensive, rather than open to new perspectives.

Be open to learning different perspectives.

Be calm and focused. Everyone benefits when people concentrate on the issues at hand.

Be prepared to work toward a solution.

Ask for clarification. Frequently, what you don't know or understand can be the key to a solution.

Speak for yourself, and let others do the same. Explain how you felt during the incident and the effect it had on you.

## The Office of Citizen Complaints

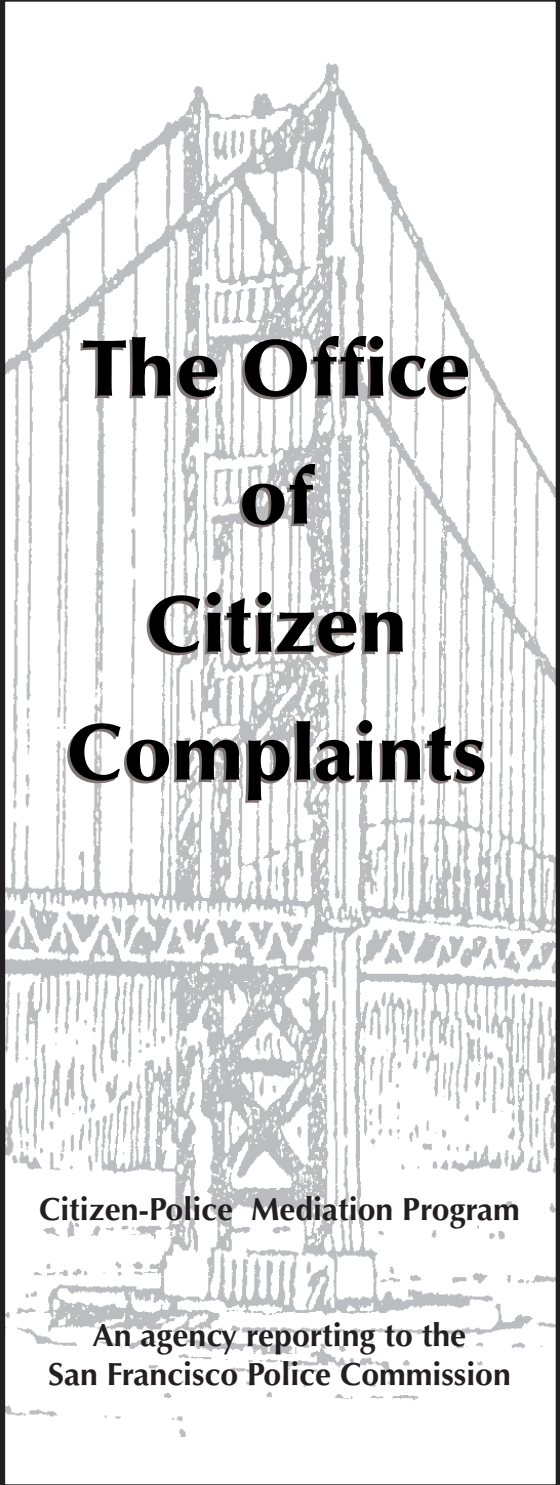
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# The Office of Citizen Complaints

Citizen-Police Mediation Program

An agency reporting to the  
San Francisco Police Commission

## Thank you for Considering Mediation!

Mediation is an alternative way of resolving complaints about police conduct. The OCC identifies cases where the parties might benefit from a face to face discussion of their perspectives on the encounter that resulted in a complaint. If both the complainant and the officer agree, the case is taken out of the investigation process and scheduled for a mediation with our trained volunteer mediators.

The mediators are neutral third parties trained and experienced in helping people resolve their differences in a constructive manner. Everything said in the course of a mediation is confidential. Because mediation is voluntary, there is a greater chance that the parties genuinely want to resolve the problem in a mutually agreeable fashion.

Mediation can be a powerful teaching tool and learning experience for both the complainant and the officer. It is often the only time a complainant will have an exchange with an officer outside of a law enforcement context. Likewise, an officer may have never had a complainant explain the effect of the officer's actions.

## The Benefits of Using Mediation

- ◆ Mediation allows the parties to resolve their differences themselves, rather than depend on the judgment of others.
- ◆ Mediation can be more satisfying than the normal complaint process because of the opportunity to resolve the complaint in a non-adversarial forum.
- ◆ Mediation can improve relations between communities and the police.
- ◆ Mediation can be more effective and efficient than the traditional investigation process.
- ◆ Mediation can impact the attitudes, understandings, and behavior of the officer and the citizen.
- ◆ Mediation is confidential. Nothing said in the course of the mediation can later be used in legal proceedings.
- ◆ Because mediation is voluntary, the parties are more likely to abide by any agreement they make.

## Frequently Asked Questions

***The incident was unpleasant the first time, won't mediation be the same?***

Mediation can work even with difficult people and emotional incidents. The mediators are trained to help people resolve issues in a safe and respectful way. The mediation will be held in a neutral location.

***Will I have to apologize?***

No. You may not have done anything wrong. When apologies are made they are voluntary.

***What if I am unhappy with how the mediation is progressing or the other party just wants to verbally attack me?***

The mediation is conducted by trained mediators who are present to maintain a respectful environment. Part of a mediator's job is to ensure that all parties are treated respectfully. Verbal abuse or threatening conduct is inappropriate in a mediation. No one is compelled to reach an agreement.