

DPA REMOTE MEDIATION FAQs

The Department of Police Accountability (DPA) has launched a browser-based web conferencing service that offers parties a practical and efficient alternative to in-person mediations. Microsoft Teams is an innovative service that allows meetings to occur over-the-phone or via web browser with video and voice capability. We are excited and pleased to offer remote mediations in order to meet the needs of our clients whilst increasing our flexibility in service delivery.

SCHEDULING

Q. How can I participate in a mediation?

A. If you have filed a complaint and are interested in participating in mediation notify your assigned Investigator who will transfer your case to the Mediation Coordinator.

Q. Who can participate in a mediation?

A. Complaints that meet the eligibility criteria are referred to the Mediation Program. Mediation participation is voluntary and is requested of the Complainant(s) and Officer(s) involved by the Mediation Coordinator.

Q. How long does the mediation last?

A. Our mediations are scheduled for one-hour.

Q. What happens if I need to reschedule a mediation?

A. Notify the Mediation Coordinator as soon as possible. We may be unable to accommodate changes without sufficient notice.

MEDIATORS

Q. Who are the mediators?

A. DPA's mediators are unpaid volunteers that have achieved ABA-certification and/or 40-hr mediator training certification.

MEDIATION PROCESS

Q. Are there any differences between a remote mediation compared to an in-person mediation?

A. Remote mediations require access to a telephone or internet. Parties receive a meeting confirmation with information on how to access the meeting using the telephone or internet. But for the method of accessing the mediation remotely, the process of conducting the mediation remains the same.

Q. I am concerned about privacy, how do I ensure confidentiality during the remote mediation?

A. Mediators will read the Confidentiality Agreement prior to beginning the mediation. All participants must agree to abide by the Confidentiality Agreement in order to participate in the mediation.

FEES

Q. Are there costs associated with a remote mediation?

A. There are no fees charged by DPA to conduct remote mediation. *Note: When using a mobile phone to access the meeting normal message and data rates may apply.*

QUESTIONS

Q. How do I contact the Mediation Program?

A. We're happy to answer any additional questions you might have.

Email: dpa.mediation@sfgov.org

Phone: 415-241-7711