

**"LETS MEDIATE THAT
DISPUTE."**

A message from the Mayor

Dear Anderson Residents:

On behalf of the Anderson Human Relations Department, I am pleased to introduce this informative brochure to you regarding alternatives to settling your disputes. The Human Relations Department has developed a successful mediation program that is not only a free community service, but it is a fast, confidential process.

I highly recommend citizens to utilize this program to acquire the same professional results as the legal system at no charge and with immediate assistance. Questions and concerns may be directed to the Human Relations Department at (765/648-6137).

Sincerely,

Mayor of Anderson

Where will the mediation take place?

- Persons who are in disagreement meet in the informal atmosphere of the Anderson Human Relations Department or another agreeable neutral place.
- Mediators will meet at the convenience of the disputants.

What cases can be mediated?

Unresolved issues between:

- Friends
- Family
- Landlord/Tenant
- Employer/Employee
- Neighbors
- Neighborhood Groups
- Merchants/Customer
- School Situations

What disagreements are covered?

- Fighting
- Harassment
- Trespassing
- Disturbing the Peace
- Cultural Differences
- Consumer Claims
- Vandalism
- Employee Relations

City of Anderson Mediation Program

ANDERSON HUMAN
RELATIONS COMMISSION



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Mediation Is:

- An informal meeting in a neutral setting.
- A process where both parties voluntarily agree to attempt mediation as a way to help resolve their disagreement.
- An opportunity for people to present their point of view and discuss difficult situations and conflicts with the help of an impartial third party mediator.
- A chance to clarify the issues causing the disagreement.
- A free community service.
- A way to help individuals focus on what they have in common rather than issues that divide them.
- Mediation is a confidential process.
- An opportunity to develop creative ideas that may lead to a resolution both parties can live with.



THE ROLE OF THE MEDIATOR!

- A neutral third party who acts as a facilitator in assisting the parties in resolving their disagreements.
- The person “in the middle” who encourages an understanding between parties.
- Mediators do not decide who is right or wrong, nor do they place blame.
- Mediators are in control of the session, however, they are not judges. They do not decide the outcome of the dispute.
- The mediators work with BOTH parties attempting to reach a workable solution and written agreement that is mutually acceptable.
- They have knowledge of State and Federal Civil Rights Laws and Regulations.
- Facilitates the process and summarizes positions and may assist parties in considering a possible alternative.

The Role of Both Parties:

- They are expected to approach the mediation session in good faith and with the intention of attempting to reach an agreement.
- Have a willingness to listen and to consider all aspects of the issue.
- Be an active participant in the session and if an agreement is reached, help develop the terms of the agreement with the assistance of the mediator.

Why attempt to mediate your dispute?

- Mediation is another approach to resolving disputes.
- It's faster than the courts.
- Mediation minimizes the time and expense generally associated with the court system and attorneys.
- Mediation encourages people to work together to resolve their conflicts in a non-threatening environment.
- Hearings are scheduled at the convenience of the parties, thus eliminating loss of time and/or salary from work.
- Even if an agreement is not reached, there is the potential for both parties to leave a session with an enhanced prospective of the issues.