

MEDIATION:

A Win-Win Proposition

Complaint resolution through
Collaboration & Cooperation

STATE OF MARYLAND
COMMISSION ON HUMAN RELATIONS

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WHAT IS MEDIATION?

A **voluntary, confidential process** in which two neutral third persons (mediators) facilitate communication between disputing parties to try to assist them in reaching a resolution.

WHO ARE THE MEDIATORS?

- Trained volunteers who are NOT employed by the Commission.
- Impartial parties who do not have any vested interest in the outcome of the mediation meeting.
- Facilitators who do NOT act like judges and do NOT offer suggestions or render decisions about the merits of a case.

HOW MUCH DOES MEDIATION COST?

It is **FREE** to all participants.

WHERE ARE MEDIATIONS HELD & HOW LONG DO THEY TAKE?

- Mediations are offered in all five office locations: Baltimore, Cambridge, Hagerstown, Leonardtown, and Salisbury.
- Although the length of time can vary, most mediations are approximately 2-3 hours.

WHO CAN PARTICIPATE IN MEDIATION?

- The people directly involved in the dispute including the **Complainant** (person who filed the Charge of Discrimination) and the **Respondent** (Representative of the company or organization that the Charge of Discrimination was filed against).
- Both the Complainant and the Respondent can be accompanied by an attorney. Attorneys can participate in a *secondary role* during the mediation.

WHAT IS A MEDIATION AGREEMENT?

- A written agreement between both parties and the Commission that reflects the detailed resolution of the complaint.
- Participants are encouraged to be creative in coming up with the details of their agreement.
- Any agreement would not be construed as an admission of any violation of the law and the Commission would make no determination as to the merits of the complaint.
- As part of the agreement, the Complainant would be required to withdraw the complaints filed with the Commission and any other governmental agency, when appropriate.

BENEFITS OF MEDIATION ARE:

- Saves Time! Avoids lengthy investigations. Leads to quick resolutions.
- Saves Money! Saves the large amount of time and money spent on litigation.
- Gives everyone a chance to be heard in a less formal setting than a courtroom.
- Leads to lasting agreements.

If you are interested in becoming a volunteer mediator or have questions about the program, please contact the Mediation Program Director, Tara Letwinsky, at 410-767-6459. You may also complete and submit our Volunteer Application on-line.

