



# Guide to Mediation



**Civilian Complaint Review Board**

Cover and interior designed by Angela Hidalgo

# Guide to **MEDIATION**

**NYC** Civilian Complaint Review Board  
100 Church St. New York, NY 10007

# Guide to MEDIATION



***After you file a complaint with the CCRB, you may be offered the chance to participate in mediation.***

## What is Mediation?

Mediation is a way to:

- speak for yourself
- hear what others have to say

Mediation is about resolving your conflict with a police officer.

## What Happens in Mediation?

In a mediation you and the officer sit down as equals – with a mediator – in a comfortable, quiet and private space at the CCRB, to talk about the encounter that led to your complaint.

The mediator is:

- a trained professional who guides the conversation
- neutral and doesn't take sides

***The mediator does not judge or decide who was right or wrong***

## The Goal of Mediation is Understanding

The mediator will ask you and the officer to take turns describing what happened. You are free to speak your mind and express your feelings and to tell the officer what you thought was wrong or hurtful about his or her behavior. The mediator will ask the officer to respond to your comments and to explain his or her actions and point of view. Mediations often create understanding.

You and the officer end the mediation when you are both satisfied that you have addressed the complaint. Many mediation sessions end with a handshake.

## Why People Like Mediation

Mediation gives you:

- control over the resolution of your complaint
- the rare chance to speak directly to an officer away from the stress of the street
- the satisfaction of telling the officer how his or her actions or words affected you
- the satisfaction of knowing you have been heard



(Photo by J. Grell)

### *What People Say About Mediation*

“Because of the officer’s attitude on the street, I did not think that he would want to listen to me. However, in our mediation, we both talked freely. We reached a better understanding of each other.”



“The officer and I did not always agree. I am still satisfied because I had the chance to personally tell the officer what I thought of her behavior.”



“This was very helpful in reaching closure because often civilians don’t get a chance to present their point of view without being in court.”

## Important Facts About Mediation

### Mediation is voluntary and non-disciplinary

Mediation is a non-disciplinary process. It is also voluntary. You or the officer can decline the offer to mediate. If you decide at any point during the mediation that mediation is not what you want, the CCRB will investigate the complaint instead.



### The mediation session is confidential and cannot be recorded or videotaped

Since mediation is confidential, you and the officer can talk freely. You and the officer must sign a confidentiality form agreeing not to discuss what was said during the mediation. The mediator also signs this agreement.



### Only certain types of complaints can be mediated

Not all complaints qualify for mediation. For example, cases cannot be mediated if there is serious physical injury, property damage or a lawsuit against the police.

## *Investigation*

Sometimes a complaint is not appropriate for mediation and the CCRB will conduct an investigation instead.

During an investigation, the CCRB tries to find the truth about what happened and gathers all possible evidence, including audio and video recordings and statements from you, the officers and any witnesses.

Each investigation ends with a finding about the incident. Sometimes the investigation ends with a finding that the officer committed misconduct and sometimes it does not.

# Where and When

All mediations take place at the CCRB's offices on the tenth floor of 100 Church Street, in lower Manhattan. Mediations are scheduled Monday through Friday, at times that are convenient for you. Most sessions take approximately one hour.



For more information about CCRB mediation:  
212-912-7201



Learn more about mediation on our web site:  
[www.nyc.gov/ccrb](http://www.nyc.gov/ccrb)



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Complaints and General Information: 311 or 1-800-341-2272  
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