

# Mediation

Mediation is a court approved process in which an impartial person, called a mediator, helps resolve a dispute between two or more parties. A mediation session is informal and non-adversarial; its object is to help the disputing parties reach a mutually acceptable and voluntary agreement.

The mediators are citizen-volunteers, appointed by the court, who assist other citizens in resolving their disputes through the process of mediation. The mediator listens impartially to what everyone has to say the mediator does not take sides and will not make judgments about “right” or “wrong”.

Mediators do not determine guilt or innocence or impose penalties, but rather help parties explore solutions to a problem. Mediation avoids the necessity of a formal court appearance and the possibility of court costs, fines and a criminal record. More importantly, solutions reached through mediation are often more acceptable to both parties and more lasting.

All parties can win in mediation. There are no losers. Since mediation is cooperative problem solving, the solutions satisfy everyone. Mediation provides citizens with a convenient, fair and effective process for resolving disputes and encourages them to take an active role in their legal system.