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OHIO CIVIL RIGHTS COMMISSION

GOVERNOR TED STRICKLAND



Mediation & Conflict Resolution

“Creating Solutions from Conflict”

www.crc.ohio.gov

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Mediation Program

Why Choose Mediation?

Who are the Mediators?

What is Mediation?

Mediation is an informal and efficient process that is facilitated by a neutral third party and is designed to assist parties in reaching a resolution. This process provides parties with a non-adversarial approach to resolving conflicts.

How Does Mediation Work at OCRC?

1. When a charge of discrimination is filed with the OCRC, each party to the charge will be provided with the opportunity to participate in the mediation services offered in each of our regional offices. The decision to participate is completely voluntary, however, both parties must be willing to participate in order to proceed with this option.
2. If both parties agree to participate, the mediation will be scheduled within a 30-day time period. During the mediation, both parties will have the opportunity to explain their position and provide suggestions for reaching a resolution.
3. The Mediator will work with both parties to reach a mutually satisfactory settlement. Any agreement reached during the mediation procedure is binding upon the parties.

The OCRC'S mediation program was developed and implemented in 1997 and has experienced tremendous success during this time. On average, the OCRC is able to successfully resolve approximately 87% of all cases that undergo mediation. Other advantages of mediation include:

- **VOLUNTARY PARTICIPATION**

Mediation is one option, but is not mandatory. Both parties to a charge of discrimination must elect to participate in order for the process to begin.

- **CONFIDENTIAL**

All communication disclosed during the mediation process will be kept confidential and will not be shared with anyone, including other OCRC staff members.

- **FAIR AND IMPARTIAL**

The mediator serves to facilitate communication and does not mandate a resolution. Only the parties can determine the terms of any resolution.

- **SAVE TIME & MONEY**

The OCRC makes every possible effort to bring willing participants together within 30 days. All mediation services are free of charge and scheduled at a convenient time for both of the parties.

The OCRC's mediation team consists of seven (7) highly skilled and experienced mediators. Each mediator has received specialized training in mediation techniques and is extremely knowledgeable about the Ohio Civil Rights Act.

The role of the mediator is to serve as a neutral third party and to simply facilitate communication between the parties. The mediators do not serve as judges or decision-makers. Their primary role is to assist the parties in facilitating a mutually agreed upon resolution.

Scheduling & Additional Information

If you are interested in participating in the mediation program, our staff of mediators will be happy to assist you. You can contact the regional office closest to where you live or where you work by locating the direct number on the back of this brochure or by calling our toll free number 1-(888) 278-7101.

Mediations are scheduled in the OCRC regional office Monday through Friday from 8 a.m. until 3:00 p.m. You may discuss other time options and scheduling needs with your assigned mediator.



