

COMMUNITY MEDIATION PROGRAM

MEDIATION is a **voluntary** process where a trained mediator, who is not an employee of the City of Rockford, acts as an **impartial** third party to facilitate a **mutually agreed upon** and **non-adversarial** meeting between a citizen and an employee of the Rockford Police Department to resolve disputes with respectful, tolerant negotiation and constructive communication.

Goals of the Program

- ◆ Increase the satisfaction of community and Department members in the resolution of the public's complaints
- ◆ Foster understanding and open communication between parties in a neutral setting
- ◆ Promote effective police and community partnerships



Frequently Asked Questions

Who is involved?

A trained and impartial mediator, employees of the Rockford Police Department and community members.

What kinds of issues are mediated

Complaints dealing with procedure, service, courtesy and tactics may be considered.

Who will serve as the mediator

Mediators are neutral third parties who have been trained to help resolve disputes.

When and where will mediations be held?

Mediations will be held in a neutral location at a time that is convenient for all parties.

How do you use the program?

Step 1: A citizen can go to the Rockford Police Department's Office of Professional Standards (OPS), call 815-987-5839 or email mediation@rockfordil.gov to file a complaint. Once the complaint is determined to be eligible for mediation, the Dispute Resolution Service (DRS) will contact the complainant and OPS will contact the department employee to determine if both are willing to participate.

Step 2: The Mediation will be scheduled during a time convenient for the complainant and will take place at a neutral location away from the police department.

Step 3: If the citizen's complaint is successfully mediated, the complainant will agree to authorize OPS to "officially" withdraw the complaint.

Step 4: If a mediation is unsuccessful, or during the course of the mediation either party requests a formal investigation, the case will be returned to OPS for investigation.

