

*“Three-fourths of the miseries and misunderstandings in the world will disappear if we step into the shoes of our adversaries and understand their standpoint. We will then agree with our adversaries or think of them charitably.”*

— Mahatma Gandhi

*“It is not the facts which guide the conduct of men, but their opinions about facts; which may be entirely wrong. We can only make them right by discussion.”*

— Sir Norman Angell

*“Discourage litigation, persuade your neighbor to compromise whenever you can. Point out to them how the nominal winner is often the real loser, in fees, expenses and waste of time.”*

— Abraham Lincoln

*“The first duty of a wise advocate is to convince his opponents that he understands their arguments, and sympathizes with their just feelings.”*

— Samuel Taylor Coleridge



# The Dispute Resolution Program

*Of the Office of the Los Angeles City Attorney*

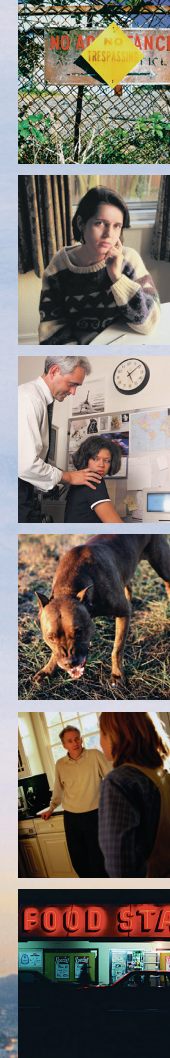
## A FREE MEDIATION SERVICE for all Los Angeles County residents

- ◆ An African-American woman went to have an antique necklace repaired. When the jeweler refused to serve her, she believed she was being discriminated against and contacted the DRP. The owner agreed to mediation. As a resolution, the jeweler apologized and provided a Savings Bond for her children.
- ◆ As the only female employee, a woman felt harassed by her male boss. After contacting the DRP she discovered that her boss was simply trying to make her feel comfortable by “horsing around” like he did with his male employees. Through mediation she agreed to point out what makes her uncomfortable and he agreed to watch his gender-related comments.
- ◆ A police officer called in a professional mediator from the DRP to resolve an ongoing dispute between neighbors that has been disrupting the neighborhood for two years. The matter was resolved within three hours.

These are examples of disputes which people face on a daily basis. Each of these cases, and hundreds of others, have been successfully mediated through the Dispute Resolution Program (DRP) of the Los Angeles City Attorney's Office. In fact, nearly 95 percent of disputes which go to mediation are resolved.



**Dispute Resolution Program**  
Los Angeles City Attorney's Office  
222 So. Hill Street, 6th Floor  
Los Angeles, CA 90012



OFFERED BY THE LOS ANGELES  
CITY ATTORNEY'S OFFICE

# Dispute Resolution Program

*It's fair.  
It's quick.  
And it's free.*



*Free Mediation Services for Settling Disputes*

MAIN OFFICE:  
222 So. Hill Street, 6th Floor, Los Angeles, CA 90012  
CALL: 213/485-8324 or E-mail: [mediate@lacity.org](mailto:mediate@lacity.org)  
[www.lacity.org/mediate](http://www.lacity.org/mediate)



## What is mediation?

Mediation is a confidential, voluntary process in which a neutral third party facilitates communication between people to resolve their disputes.



## Who can go to mediation?

Any Los Angeles County resident, or person who has conducted business in our community, who is involved in a dispute.

## Why is mediation beneficial?

### Mediation is Fair

- ◆ A neutral mediator helps with the negotiation process.
- ◆ Each side is encouraged to suggest solutions to the problem.
- ◆ The mediator does not decide who is right, but helps the parties collaborate to reach a fair and reasonable decision.
- ◆ Individuals have control over the decisions that affect their future.
- ◆ The goal is a mutually acceptable resolution for all parties.

### Mediation is Quick

- ◆ Mediation takes place outside of the slow and crowded court system.
- ◆ After all parties agree to participate, mediation can be scheduled immediately.
- ◆ Mediators negotiate with all parties involved to find solutions as quickly as possible.

### Mediation is Free

- ◆ No costly attorney fees and court expenses.
- ◆ Mediation through the DRP is free to all residents and persons who have conducted business in Los Angeles County, regardless of income.
- ◆ The DRP provides additional free services including information, referrals, problem assessment, conciliation, facilitation, fact-finding and consultation.

## Where does mediation take place?

Often times, facilitation of the dispute can take place over the telephone. However, sometimes face-to-face mediation at a neutral location is necessary.

## How do you access free mediation services?

- ◆ **Call the Dispute Resolution Program at (213) 485-8324.** A volunteer mediator will listen to your case and then contact the other party on your behalf.
- ◆ **E-mail [mediate@lacity.org](mailto:mediate@lacity.org) for question and answer service.** A volunteer mediator will reply to your e-mail promptly.
- ◆ **Connect to [www.lacity.org/mediate](http://www.lacity.org/mediate)** for more information regarding our mediation and dispute resolution services.



## Experienced mediators

More than 1,800 trained volunteer mediators, arbitrators and facilitators representing every ethnic and geographic element of Los Angeles

County are available to help resolve disputes. Certified volunteer mediators are trained with a focus on cross-cultural relations and violence prevention. They are required to complete 40 hours of classroom training and 160 hours of supervised case handling prior to receiving a certificate of Completion. New volunteer mediators are recruited and trained twice a year. Training is conducted pursuant to the California Dispute Resolution Programs Act. *DRP mediators are not attorneys. They do not give legal advice.*

*"(A volunteer mediator) did an outstanding job of resolving my case, but more importantly, she cared while she was doing it."*

— Roxanna Littlejohn Koberna  
Owner, Cyborg Monster Truck Race Team



## The DRP mediates all types of civil disputes

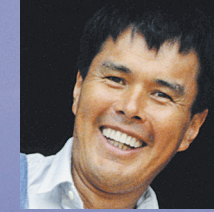
- ◆ Business related
- ◆ Community related
- ◆ Consumer / merchant
- ◆ Employment related
- ◆ HIV/AIDS discrimination
- ◆ Landlord / tenant
- ◆ Matters related to ethnicity and/or race
- ◆ Neighborhood
- ◆ School related
- ◆ Violence prevention

## The DRP also provides training and consultation

- ◆ Basic mediation training for a diverse population
- ◆ Advanced mediation training to handle cultural issues
- ◆ Facilitation and dialogue training
- ◆ Fact-finding and systems design

*"Do not underestimate the value of the Dispute Resolution Program. I have witnessed the success of the program and advise other officers to use it as a valuable resource."*

— Jeana Franco, Senior Lead Officer  
Los Angeles Police Department  
Southwest Community Police Station



*"Thanks to the Dispute Resolution Program I can go on with my life."*

— A Satisfied Client



*"It's a great program...It went better than expected. I didn't think (that) the problem could be resolved."*

— A Satisfied Client



*"I was overjoyed when the problem was solved. People out there need your help."*

— A Satisfied Client

## Where to Go for Mediation Services

Three Offices to Serve You:

### Main Office

Los Angeles City Attorney's Office  
222 So. Hill Street, 6th Floor  
Los Angeles, CA 90012  
(213) 485-8324  
TDD/TTY Phone (213) 485-0757  
Fax: (213) 485-8916  
(213) 485-8565

### San Fernando Valley Office

Limited hours

19040 Vanowen Street  
Reseda, CA 91335  
(818) 756-9601  
Fax: (818) 342-0738

### West Los Angeles Office

Limited hours

1828 Sawtelle Blvd., Room 101  
Los Angeles, CA 90025  
(310) 479-3090  
Fax: (310) 479-2853

*"These services are made possible through major support from the Los Angeles County Department of Community and Senior Services through the California Dispute Resolution Programs Act."*

