



## OFFICE OF THE LOS ANGELES CITY ATTORNEY

### DISPUTE RESOLUTION PROGRAM

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

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 fast:

- Mediation takes place outside of the 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:

- Mediation through the Program 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.

**IT'S FAIR**  
**IT'S FAST**  
**IT'S FREE**

The Dispute Resolution Program 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

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