

settling

mediation

## What Is Mediation?

Mediation encourages effective communication between parties so they can resolve their disputes. Mediators have no stake in the outcome and do not decide which party is right, but rather help guide the conversation in a civil, positive and productive manner.

## Why Mediation?

CDSP is a part of the Toledo Municipal Court and is affiliated with the Toledo Bar Association. It offers an alternative to having disputes decided by the court. In addition to the cost savings for parties, CDSP offers numerous other benefits such as:

- A quicker dispute resolution process (mediation usually held within 13 days)
- A mutual and voluntary agreement rather than one forced upon the parties
- Confidential mediation process



## Who Is Eligible?

CDSP is available as an alternative to most types of disputes that may be otherwise handled in either the Criminal (misdemeanor), Civil (\$15,000 and under) or Small Claims branches of the Toledo Municipal Court, including disputes such as:

- Assault
- Trespassing / Property Damage
- Threats / Menacing
- Neighbor Disputes
- Harassment / Breach of the Peace
- Animal Control / Noise Disputes
- Family Disputes (No Domestic Violence)
- Accident / Injury Claims
- Contract / Consumer Complaints
- Housing Disputes / Rent Escrow
- Bad Check & Collection Cases (CRS/CMS) - \$15 Fee

## What Is My Role In Mediation?

All parties are asked to bring an attitude of cooperation and respect along with at least two problem-solving solutions.

## Are Mediations Successful?

Over 75% of cases mediated resulted in parties reaching an agreement.

Of the hundreds of post mediation evaluations collected in 2011, 94% were happy with the mediation process and would recommend it to others.

Participants comments:

*"It was nice to be able to talk in a safe place, vent, and hear each others opinions."*

*"When we came to mediation, I thought we would never agree on anything, but the mediator kept things calm and on track so we could work things out."*





## What is the Citizens Dispute Program?

The Citizens Dispute Settlement Program (CDSP) lets the parties resolve their dispute through mediation rather than the court.

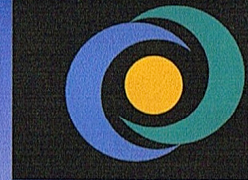
The CDSP is:

- Fast — an alternative to the long, often expensive court process
- Free
- Confidential
- Conducted by experienced and neutral mediators
- Available for all disputes within the jurisdiction of the Toledo Municipal Court (except domestic violence)



"To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others."

Anthony Robbins



## CITIZENS DISPUTE SETTLEMENT PROGRAM

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