

## What is Mediation?

**MEDIATION** is a process in which a neutral Mediator aids Complainants and Respondents in their settlement discussions. The Mediator attempts to have the parties negotiate a resolution of the dispute.

## What is the purpose of Mediation?

To reach a **SETTLEMENT** of complaints based on:

- ◆ Age
- ◆ Race
- ◆ Color
- ◆ Creed
- ◆ Sex
- ◆ Sexual Orientation
- ◆ Gender Identity
- ◆ National Origin
- ◆ Pregnancy
- ◆ Mental Disability
- ◆ Physical Disability
- ◆ Religion
- ◆ Retaliation
- ◆ Familial Status
- ◆ Marital Status

## How does it work?

- ◆ After a complaint has been screened for further investigation, it is forwarded to the mediation unit;
- ◆ The complainant and respondent are sent information explaining mediation;
- ◆ The mediation coordinator contacts the parties to determine whether both parties are interested in mediation as well as to explain mediation and answer any questions;
- ◆ If both parties agree, a meeting is scheduled within a few weeks;
- ◆ If the complaint is resolved, the mediator drafts the settlement agreement that day for both parties' signature.

## Who is the Mediator?

The Iowa Civil Rights Commission uses volunteer mediators who are usually experienced attorneys as well as highly trained staff members to act as neutral and impartial mediators.

## What is the role of the Complainant and the Respondent?

- ◆ To approach mediation in good faith and with an open mind with realistic expectations regarding the possible outcome of your case;
- ◆ To be willing to listen to the other side;
- ◆ To participate in the mediation;
- ◆ To try to settle the dispute with the assistance of the mediator.

## What is the difference between a Mediation and an Investigation?

### Mediation

The mediator does not have authority to decide who prevails but acts as a facilitator.

### Investigation

Its purpose is to determine if there is enough evidence to prove discrimination.

## What are the advantages of Mediation?

- ◆ Mediation is available at no cost to the parties.
- ◆ Mediation is a **faster** way to resolve your case than through litigation or further investigation. A mediation conference can be scheduled shortly after the complaint has been screened in for further investigation.
- ◆ Mediation gives both sides the chance to be heard and give their side of the story. It also allows each side the opportunity to work toward a resolution.
- ◆ Each side can settle the complaint at a mediation conference that will close the case at the Iowa Civil Rights Commission.
- ◆ It's a **Win/Win** solution for everyone – there are no losers.
- ◆ Mediation is **confidential**. Information shared at the conference will not be shared with anyone else.

## What happens if an agreement is not reached?

The complaint is forwarded to the Investigation Department and is assigned to an Investigator.

## How can I learn more?

For further information contact:

**IOWA CIVIL RIGHTS COMMISSION**  
**Grimes State Office Building**  
**400 E. 14<sup>th</sup> Street**  
**DES MOINES, IOWA 50319**

### Mediation Department

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**Excludes Holidays**

# MEDIATION



**Free**

**Fast**

**Confidential**

**Everyone wins**