Civilian-Police Complaint Mediation
"Helping People Talk to People"

Mediation & Facilitated Conversation
Encourages and enables people who experience a point of conflict to discuss the event in a safe, confidential and constructive environment, and better understand each other’s perspective of what took place and why.

Reasons People Choose to Mediate
- Mediation is an opportunity for officers and community members to hear, learn and understand the other person’s perspective.
- Mediation allows the parties themselves to resolve the complaint, with the help of a mediator. This often provides valuable feedback on avoiding similar situations in the future and improves relationships between the police and community.
- Resolves the issue in a more rewarding and meaningful manner.
- Provides an opportunity to discuss real issues. When we’re in conflict we generally focus on our solution to the problem as we understand it. Life doesn’t come in "one-size-fits-all," and neither do impactful conversations or solutions.
- Facilitated Conversations are confidential and provide the opportunity for honest and direct communication.
- Are considered successful by the parties 85%-90% of the time.
- A face-to-face mediation is an opportunity to have your voice heard.

Here is How It Works
1. The complaint is selected, based upon criteria the Police Department has identified; generally, discourtesy and unprofessional behavior, racial profiling, lack of communication, and similar types of complaints.
2. CMC contacts the parties involved, explains mediation, identifies issues and concerns and answer any questions.
3. Once the community member and officer agree to participate, mediation is scheduled at time and place that is convenient.
4. When the parties meet, a professional mediator will set expectations that ensure a safe and respectful environment for both the community member and the officer.
5. As the parties discuss the situation, our goal is to provide an opportunity for the officer and community member to better understand each other’s perspective, and to rebuild trust and respect.
6. Mediations are voluntary and confidential. They last about an hour. All we need is a good faith commitment from everyone involved to do their best to listen, learn and understand.

Community Mediation Concepts
Civilian-Police Complaint Mediation
a Colorado nonprofit organization
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PoliceMediation.org

Objective | Confidential | Makes a Real Difference | A Positive Learning Experience | More Satisfying