

# Pasadena Police Community Mediation Program

**MEDIATION** is a **confidential** and **voluntary** process in which an **impartial** third party facilitates communication and negotiation between persons in dispute to assist them in reaching a **voluntary** agreement.

## Goals of the Program

- Provide a forum for the community and the police to discuss pertinent issues.
- Provide an opportunity for the community and the police to work collaboratively rather than treat each other as adversaries.
- Promote greater understanding between the police department and the community which it serves.



## FAQs

### 1. Who is involved?

The Western Justice Center Foundation, mediators who are members of the Southern California Mediation Association (SCMA), employees of the Pasadena Police Department, and community members.

### 2. What kind of issues are mediated?

Complaints dealing with procedure, service, courtesy, and tactics can be considered.

### 3. Who will serve as the mediator?

Mediators are neutral third parties who have received extensive training to help resolve disputes.

### 4. When and where will mediations be held?

Mediations will be held in a neutral location at a time that is convenient for all parties.

## How do you use the program?

**Step 1:** When you go to the police department to make a complaint, indicate to the officer taking the complaint that you want to use mediation. If your complaint is one that is appropriate for mediation, s/he will give you the necessary forms to fill out. OR you can contact the Western Justice Center directly to schedule a mediation without making a complaint. To do so, call Monya Kian at 626-584-7494, Ext 23.

**Step 2:** You will be contacted by the Western Justice Center Foundation, the organization that will arrange the date, place and time of the mediation.

**Step 3:** You attend the mediation, and, if the issues which caused you to file the complaint are resolved, then you withdraw the complaint.

**Step 4:** If your issues are not resolved, your complaint is reviewed through the Internal Investigations complaint procedure.



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**!** Translation services are available during mediations. Immigration status is not relevant to mediations and there is no inquiry about immigration status. All identifying information is kept strictly confidential. The PPD employee is only informed of the complaint and facts related to the specific incident that is being mediated. During mediation, the PPD employee is not given any personal information about the reporting party. If you have any questions, please contact the Western Justice Center.