



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.

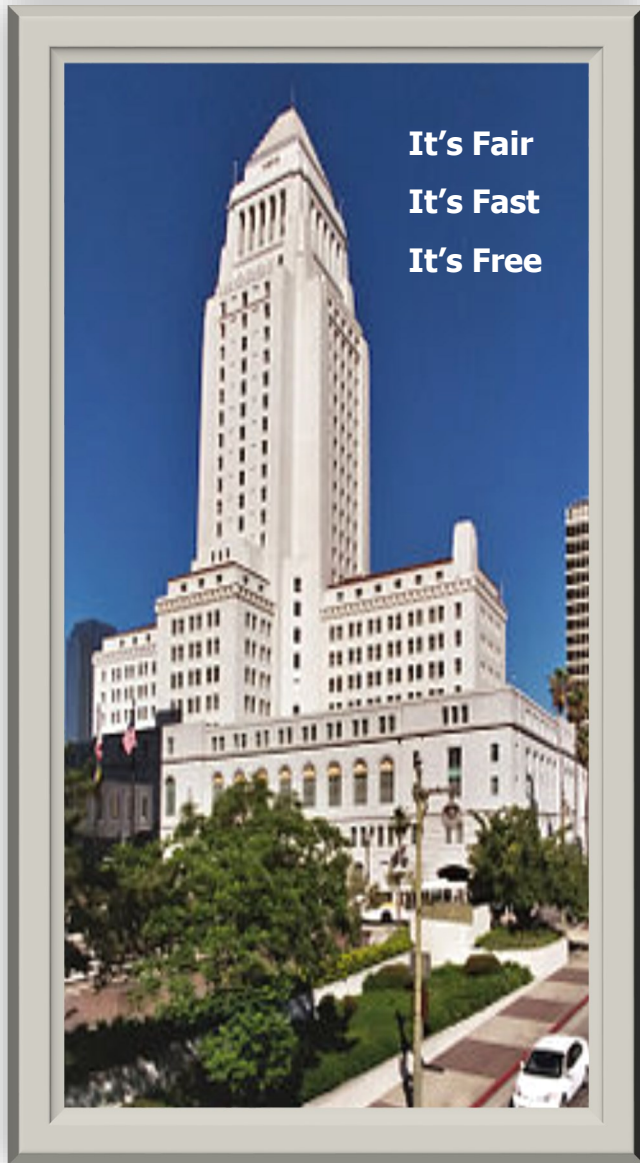
IT'S FAIR
IT'S FAST
IT'S FREE

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

MAIN OFFICE:
200 N SPRING STREET, 14TH FLOOR
LOS ANGELES, CA 90012
Call: 213.978.1880 FAX:213.978.1312
E-mail: mediate@lacity.org
www.atty.lacity.org/community

**OFFICE OF THE LOS ANGELES
CITY ATTORNEY
(DRP)**



**Free Mediation Services
for Settling all types of Disputes**

What is a Mediation?

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

Who can go to Mediation?

Any Los Angeles County resident, or person who has conducted business in the County of Los Angeles.

Why is mediation Beneficial?

*No costly attorney fees and or court expenses.

*A neutral mediator helps with the negotiation process.

*Mediation takes place outside of the slow and over crowded court system.

*The goal is a mutually acceptable resolution for all parties.

DRP Mediation is fair, fast, and free.

How do you access our Services?

E-mail at: mediate@lacity.org

Connect at:

www.atty.lacity.org/community

Main Office:

**200 N. Spring Street, 14th Floor
Los Angeles, CA 90012**

Phone: 213.978.1880

Fax: 213.978.1312

**THE DISPUTE RESOLUTION PROGRAM
Mediates all types of Civil Disputes.**

- *Business/Business**
- *Community Disputes**
- *Consumer/Merchant**
- *Criminal**
- *Family/Domestic**
- *Government/Public Agency**
- *Landlord/Tenant**
- *Neighbor/Neighbor**
- *Neighborhood**
- *Organizational**
- *Personal Injury/Property Damage**
- *Schools**
- *Workplace Related**
- *Violence Prevention**
- *HIV/AIDS Discrimination**
- *Ethnicity/Race Discrimination**



**What you want... What I want...
"Let's resolve it".**

"These services are made possible through major support from the Los Angeles County Department of Community and Senior Services through the California Dispute Resolution Act."

OFICINA DEL FISCAL DE LA CIUDAD DE LOS ANGELES

(PRD)



Es Justo
Es Rápido
Es Gratis

Servicios de mediación gr^{at}is para
resolver toda clase de Disputas

¿Que es una Mediación?

La Mediación es un proceso confidencial y voluntario en que una persona neutral facilita la comunicación entre las personas para que resuelvan sus disputas.

¿Quién puede acudir a una Mediación?

Todo residente del Condado de Los Angeles, o alguna persona que tenga negocio en el Condado de Los Angeles.

¿Por qué es beneficiosa la Mediación?

* No hay elevados costos de abogados ni gastos de tribunales.
* Un mediador neutral ayuda con el proceso de negociaciones.

* La mediación se hace al margen del lento y atestado Sistema Judicial.

* El objetivo principal es hallar una resolución que sea aceptable para ambos partidos.

Mediación es Justa, Rápida, y Gr^{at}is

¿Como obtener nuestros Servicios?

Correo electrónico: mediate@lacity.org

Encontrenos en:

www.atty.lacity.org/community

Oficina Principal:

200 N. Spring Street, 14th Floor
Los Angeles, CA 90012

Teléfono: 213.978.1880

Fax: 213.978.1312

EL PROGRAM DE RESOLUCION DE DISPUTAS

Atiende todo tipo de Disputas Civiles.

- * Negocio/Negocio
- * Consumidores/Comerciantes
- * Criminal
- * Violencia Domestica/ Familiar
- * Gobierno/Agencia Pública
- * Arrendador/Inquilino
- * Vecino/Vecino
- * Vecindario
- * Organización
- * Daños Personales/Propiedad
- * Escuelas
- * Relaciones con el trabajo
- * Discriminación sobre VIH/SIDA
- * Discriminación racial/étnico



Lo que usted quiere... Lo que yo quiero...

"Vamos a resolverlo".

"Estos servicios son hechos posibles por el apoyo del Condado de Los Angeles. El Departamento de la Comunidad y Servicios para las personas de la Tercera Edad, por la Acta de los Programas de Resolución de Disputas de California."