

Frequently Asked Questions

What do I do during the mediation?

You talk about the problem you are having to the mediators. The mediators may ask additional clarifying questions so that they understand what happened, how you felt and the impact it caused. The officer(s) will have an opportunity to respond when prompted by the mediators.

What is the role of a mediator?

The mediators hold space for the conversation between the parties.

The mediators listen to the issues raised and often summarize statements to ensure their understanding of what was said.

What is a successful mediation?

A successful mediation occurs when both parties feel like they have been heard and understand the other parties' point of view even if they do not agree. In fact, there are no requirements for agreement. You do not have to agree to have a better understanding.

The Department of Police Accountability Mediation Program



Phone: 415.241.7711



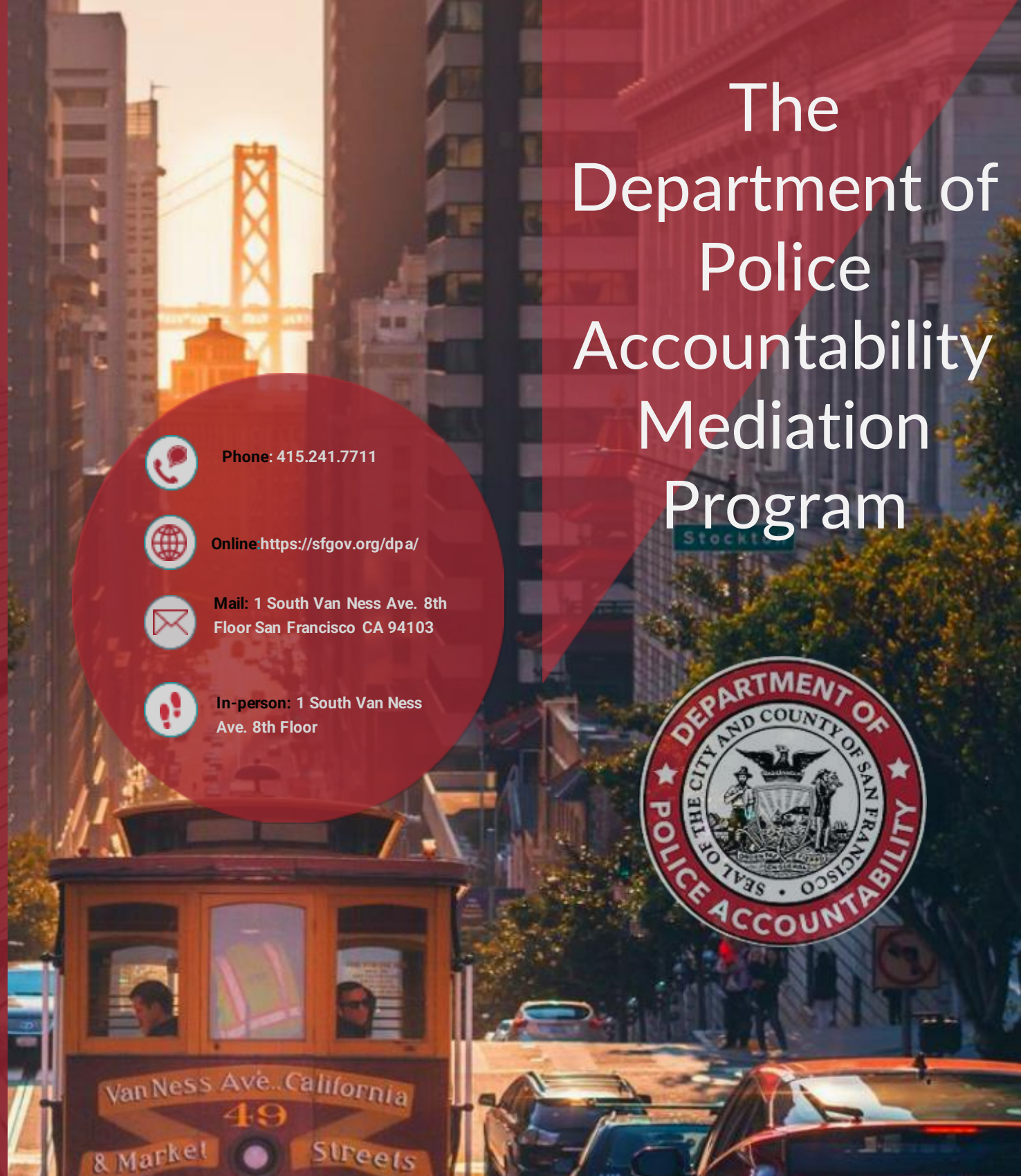
Online <https://sfgov.org/dpa/>



Mail: 1 South Van Ness Ave. 8th Floor San Francisco CA 94103



In-person: 1 South Van Ness Ave. 8th Floor



What is Mediation?

Mediation is an effective way of resolving complaints about police conduct.

It is a conversation between parties that is guided by trained, professional mediators who do not take sides.

Mediation is always voluntary and confidential and is designed to help community members and officers share their perspective and try to reach a mutual understanding.

Mediation Consultation

The mediation process begins with our Mediation Coordinator. We know the decision to resolve a conflict is an important step for all concerned. Our Coordinator is there to answer your questions, help the parties clarify their goals and to fully prepare you for the mediation.



Why Mediate?

Mediate because....

- Mediation gives you the opportunity to speak for yourself, assisted by two neutral and professional mediators, in a safe and confidential environment.
- Mediation is often more satisfying than the normal complaint process because you have an active role.
- Mediation can enhance the relationship between the community and the officer, and foster positive changes in attitudes, understanding and behavior.
- Often a complaint will arise from a misunderstanding or the circumstances of the situation. In the field, Officers may not have time, nor the opportunity to explain their actions. The value mediation provides is the time and the opportunity for community members and officers to discuss the interaction and to work together to achieve a mutually satisfying outcome.

Mediation Process

File a complainant with DPA.
<https://sfgov.org/dpa/>

Inform the investigator you want to mediate

Consultations with Mediation Coordinator

Mediation Date is Confirmed

Mediation with Mediators, SFPD Member(s), Complainant