

tunity to express themselves openly in a confidential space with the assistance of two mediators. A resolution in mediation can provide closure to your complaint, allowing you to move on.

What happens if an agreement is reached?

Parties acknowledge that they have reached agreement by signing a Resolution Form. A successful mediation will result in an entry into the Internal Affairs record that the case was successfully mediated. No Internal Affairs investigation will be conducted. The original copy of the Resolution Form will be kept on file at HMP.

What if we don't reach an agreement?

If the parties do not reach an agreement, an Internal Affairs investigation will proceed.

Who can I contact if I have questions?

Please call the Harvard Mediation Program at 617.495.1854 or email at hmpintake@law.harvard.edu. HMP staff will be happy to assist you and answer your questions to the best of their ability.

Mediation
Program
for
Citizen
Complaints
at the
Boston Police
Department



What is mediation?

Mediation offers an opportunity for parties to a dispute to sit down together with the assistance of neutral mediators to discuss their concerns and reach their own mutually acceptable solutions. It is a voluntary process, which means that it only happens if the parties agree to participate.

Mediators help the parties communicate with each other, but do not take sides. They listen to each person's story, help identify their interests, and explore possible solutions so that they can move forward. The mediators will not suggest outcomes or impose a solution. They help the parties discuss what happened and how they might move forward.

Why should I choose mediation?

You can speak to the other party directly.

Unlike an Internal Affairs Investigation, mediation offers the opportunity to sit down face-to-face with the officer involved in your complaint to share your concerns about the incident and the impact it has had on you. It also gives you a chance to hear the officer explain his or her perspective on the situation.

It's faster.

Complaints selected for mediation can be resolved quickly. A mediation session can be scheduled within weeks and completed

within an hour or two. By contrast, the Internal Affairs Investigation process can take many months.

It's confidential.

Mediators and parties sign a Consent to mediate Form that states that they agree to keep the substance of the mediation confidential.

Who will mediate my case?

Mediators from the Harvard Mediation Program (HMP) will mediate it. HMP mediators include Harvard Law School students and community members with diverse backgrounds.

Where will mediations be held?

Mediations will be held within the City of Boston. All locations will be easily accessible by public transportation.

How long does mediation take?

While the length of a mediation session varies from case to case depending on the issues involved and the relationship between the parties, as a guideline, we recommend setting aside two hours for a mediation session.

While it's true that mediation requires you to make the time to attend a session, most parties in mediation find this time well spent because it offers them the oppor-