

MEDIATOR PANEL COMMENT/CONCERN POLICY

The following sets forth the procedures for comments/concerns regarding any and all aspects of CCR's involvement in or relation to mediation services:

1. Litigants wishing to provide comments/concerns should be advised to contact the CCR office and be given a small claims comments/concerns form by the court clerk or the mediator. The form should be completed by the requestor and submitted to the court clerk or sent to the CCR office for review.
2. Upon receipt of said comment/concern, the Director of Court Programs shall conduct an investigation including contacting the litigant and the mediator.
3. Once the investigation has been conducted, the Director of Court Programs shall confer with the Executive Director regarding the nature of the comment/concern and will act accordingly.
4. The concern shall be noted and placed in the mediator's permanent file.
5. If the concern is one of such an egregious nature that it places CCR in a compromised position or directly refutes the mission of the organization, the mediator shall be removed from CCR's volunteer mediator panel.
6. If a mediator receives three (3) complaints in one (1) year, the volunteer shall be placed under probationary review.
7. A Letter of Good Faith/Acknowledgment shall be sent to the complainant, informing them that an investigation was conducted and further giving the complainant an opportunity to express concerns or to make suggestions on how our mediators can better service the public.

I have read and I understand the above and agree to strictly adhere to the policies of the Center for Conflict Resolution.

Signed _____

Dated _____