

## WHERE TO CALL FOR INFORMATION :

### THE MARYLAND COMMISSION ON HUMAN RELATIONS

#### MAIN OFFICE

6 St. Paul Street, 9th Floor  
Baltimore, MD 21202

**410.767.8600 or 800.637.6247**

**TTY/TDD 410.333.1737**

410.333.1841 Fax

**Website:** [www.mchr.state.md.us](http://www.mchr.state.md.us)

**E-mail:** [mchr@mail.mchr.state.md.us](mailto:mchr@mail.mchr.state.md.us)

#### WESTERN MARYLAND OFFICE

Elizabeth Hager Center  
44 N. Potomac Street, Suite 103  
Hagerstown, MD 21740

**301.797.8521**

301.791.3060 Fax

#### EASTERN SHORE OFFICE

Salisbury District Court  
Multi-Purpose Center  
201 Baptist Street, Suite 33  
Salisbury, MD 21801

**410.713.3611**

410.713.3614 Fax

#### SOUTHERN MARYLAND OFFICE

Joseph D. Carter Center  
P. O. Box 653  
23110 Leonard Hall Drive  
Leonardtown, MD 20650

**301.475.4118**

301.475.4119 Fax

**If you are interested in becoming a volunteer mediator or have questions about the program, please contact the Mediation Program Director, Tara Taylor, at [410.767.6459](tel:410.767.6459). You may also complete and submit our Volunteer Application on-line.**

## IT IS THE MISSION

of the Maryland Commission on Human

Relations to ensure equal opportunity to all

through the enforcement of Maryland's laws

against discrimination in employment, public

accommodations and housing; to provide

educational and outreach services related to

the provisions of this law; and to promote

and improve human relations in Maryland.

*"Discourage litigation. Persuade your neighbors to compromise whenever you can. Point out to them how the nominal winner is often a real loser— in fees, expenses and waste of time."*

*- Abraham Lincoln*

# MEDIATION

## A Win-Win Proposition

Complaint resolution  
through  
Collaboration  
& Cooperation



A SERVICE OFFERED BY THE  
**MEDIATION PROGRAM**

Maryland Commission  
on Human Relations

## WHAT IS MEDIATION?

- A **voluntary, confidential process** in which two, neutral third persons (mediators) facilitate communication between disputing parties to try to assist them in reaching a resolution.

## WHO ARE THE MEDIATORS?

- Trained, skilled volunteers who are NOT employed by the Commission.
- Impartial parties who do not have any vested interest in the outcome of the mediation meeting.
- Facilitators who do NOT act like judges and do NOT offer suggestions or render decisions about the merits of a case.

## WHERE ARE MEDIATIONS HELD & HOW LONG DO

### THEY TAKE?

- Mediations are offered in or near all office locations: Baltimore, Hagerstown, Leonardtown, and Salisbury and in other locations across the State.
- Although the length of time can vary, most mediation sessions are approximately 2-3 hours.

## WHO CAN PARTICIPATE IN MEDIATION?

- The **Complainant(s)** - person(s) who filed the Charge of Discrimination.
- The **Respondent(s)** - person(s) directly involved in the situation or named in the complaint and/or representatives of the company or organization that the Charge of Discrimination was filed against.
- Both the Complainant and the Respondent may also be accompanied by an attorney. Attorneys are encouraged to help prepare their clients to participate in the mediation process.

## BENEFITS OF MEDIATION?

- Saves Time! Avoids lengthy investigations. Leads to quick resolutions.
- Saves Money! Saves the large amount of time and money spent on litigation.
- Gives everyone a chance to be heard in a less formal setting than a courtroom.
- Leads to greater understanding and lasting agreements.

## WHAT IS A MEDIATION AGREEMENT?

- A written agreement among both parties and the Commission that reflects the detailed resolution of the complaint.
- Participants are encouraged to be creative in coming up with the details of their agreement.
- Any agreement would not be construed as an admission of any violation of the law and the Commission would make no determination as to the merits of the complaint.
- As part of the agreement, the Complainant would be required to withdraw the complaint(s) filed with the Commission and any other governmental agency when appropriate.

## HOW MUCH DOES MEDIATION COST?

- It is **FREE** to all participants.

*\*Please notify the Mediation Unit Staff if you need any accommodation.*