

WHAT KIND OF ISSUES CAN BE MEDIATED?

Housing Discrimination

Discrimination in the sale, rental or financing of housing based on race, color, religion national origin, sex, disability or familial status.

Employment Discrimination or Workplace Harassment

Discrimination based on race, color, religion, national origin, sex, disability or age.

Public Accommodation Discrimination

Refusal or denial of the full and equal enjoyment of foods, facilities and accommodations based on race, creed, color, religion, sex, age or national origin.



HOW DO YOU ARRANGE FOR A MEDIATION?

Step 1

Contact our staff at the number below.

Step 2

Our staff gives you a form to fill out that provides all the necessary information.

Step 3

Our staff contacts all parties to arrange for the mediation at a time convenient to all.

Step 4

The actual mediation takes a few hours. During the process long-term resolutions are developed that are put into a written agreement if the parties so choose.

**City of Chattanooga
Office of Multicultural Affairs**

Ron Littlefield, Mayor
Dr. Barbara Medley, Interim Director
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Chattanooga TN 37402

For More Information Contact:
Jay Piercy, Compliance Officer
Phone: 423-643-6706
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OFFICE OF MULTICULTURAL AFFAIRS

Invites you to have a hand in
resolving your dispute



COMMUNITY MEDIATION

Offered by:
City of Chattanooga
**Office of Multicultural
Affairs**

OMA MEDIATION

WHAT IS MEDIATION?

Mediation is a FAIR and EFFICIENT process to help you resolve our disputes and reach an agreement. In mediation, an impartial third party assists people in conflict to find a mutually acceptable solution to their dispute. Mediation is a completely voluntary process.



HOW DOES IT WORK?

Our trained mediators help you talk things through and reach an agreement that satisfies all participants. First, the mediators will explain the mediation process and answer your questions. Then, each participant has the opportunity to tell their side, uninterrupted. Mediators do not assign blame, judge who is right or wrong, or make decisions about what should happen. They help participants discuss the problem openly and identify lasting solutions. As a final step, the mediators will ask the parties to put their agreement in writing.

WHY CHOOSE MEDIATION?

✓ Mediation Makes Sense

In mediation, you're in control. You make your own decisions about what is best. The solution is determined by the people who will live with the outcome. The mediators will not impose their own views or solutions

✓ Mediation is Voluntary

Participants only mediate if they choose to, and have the option to stop at any time

✓ Mediation is Confidential

Sessions are held in private, and mediators will not disclose what is said in a mediation session. The parties sign an agreement to keep everything that is said during the mediation confidential. No records are kept of the discussion except the agreement that is reached by the participants.

✓ Mediation is Saves Time & Money

We can schedule mediations within a few weeks, and OMA mediation services are free of charge.

✓ Mediation is Convenient

We can schedule mediations mornings, afternoons, evenings, and Saturdays, and at a convenient location.

✓ Mediation is Collaborative

In mediation, parties work together towards a solution that everyone can accept. Mediation provides an opportunity for you to say what is important to you and to hear the other person's perspectives.

✓ Mediation is Respectful

Mediation fosters respect for differences in beliefs and backgrounds. Mediation helps people to preserve and maintain ongoing relationships.

✓ Mediation Works!

Even if you have already tried to resolve your dispute and have been unsuccessful, try mediation. It has helped many in resolving seemingly endless disputes.

