



## Resolving Civil Disputes Through Mediation

### HOW MEDIATION WORKS

This brochure contains a list of community dispute resolution programs that may be of assistance in resolving your dispute. Mediation is voluntary, and it is generally very successful, achieving agreements in a high percentage of cases.

**What is Mediation?** Mediation is a process where people in conflict work with a specially trained mediator to discuss concerns and, when possible, reach a voluntary agreement.

**What is a Mediator?** Mediators are neutral people who help parties discuss their conflict. Mediators do not tell people what to do, or decide who "wins" or "loses." Decision-making power stays with the parties.

**What if the Other Party Will Not Participate?** No one can be forced to mediate a dispute.

**What Will it Cost?** These programs offer services at an affordable cost. Contact the mediation program nearest you to find out what it would cost.

**Do I Also Need to File in Court?** You do not need to file your case in court in order to be able to use a community mediation program. In some cases, the parties may wish to file the agreement that they reach with the court. There may be a fee for filing an agreement.

***Note: Mediation is not a substitute for legal advice. You should contact an attorney if you have questions about your legal rights.***

### EXAMPLES OF DISPUTES RESOLVED THROUGH MEDIATION:

**Professional Services:**

Auto Repair, Construction

**Consumer – Merchant:**

Used Car Purchase, Other  
Purchase or Warranty

**Housing:**

Landlord – Tenant,  
Manufactured Home Park

**Employment / Workplace:**

Grievances, Co-Workers

**Auto Accidents**

**Family:**

Parent - Teen, Elder

**Neighborhood:**

Noise, Boundaries,  
Property Damage

## Contact the Nearest Program

### **Clackamas County**

Clackamas Co. Dispute Resolution Center .....	503.655.8850
Clackamas Youth & Family Mediation Program .....	503.655.8415

### **Deschutes, Crook & Jefferson Counties**

Central Oregon Mediation, Inc. ....	541.383.0187
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### **Douglas & Coos Counties**

Douglas/Coos Neighbor to Neighbor.....	541.957.8282
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### **Hood River, Wasco, Sherman, Gilliam & Wheeler Counties**

Six Rivers Community Mediation Services.....	541.296.5220
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<b>Jackson County:</b> Mediation Works.....	541.770.2468
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<b>Josephine County:</b> Community Dispute Resolution Program.	541.474.5415
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<b>Lane County:</b> Community Mediation Services.....	541.344.5366
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<b>Lincoln County:</b> Lincoln Community Dispute Resolution .....	541.574.9846
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<b>Linn &amp; Benton Counties:</b> Linn-Benton Mediation Services ....	541.928.5323
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<b>Marion County:</b> Neighbor to Neighbor.....	503.585.0651
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### **Multnomah County**

East Metro Mediation (Gresham) .....	503.618.3247
Resolutions Northwest (Portland).....	503.595.4890

### **Polk County**

VORP/Community Mediation Services of Polk Co.....	503.623.3111
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<b>Tillamook County:</b> Conflict Solutions for Tillamook County ....	503.842.1812
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<b>Union County:</b> Eastern Oregon Mediation Center.....	541.786.0270
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### **Washington County**

Beaverton Community Dispute Resolution Center.....	503.526.2523
Hillsboro Police Mediation Program .....	503.615.6651

<b>Yamhill County:</b> Your Community Mediators.....	503.435.2835
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