

Police Complaint Mediation

The Civilian Review Board's Police Complaint Mediation Program is designed to help resolve conflict and build a better understanding and relationship between Baltimore Police Officers and residents of Baltimore. The Mediation process offers a safe space for both parties to discuss and resolve the complaint and aims to rebuild police and community relations.



What Complaints can be Mediated?

Certain complaints of abusive language, false arrest, false imprisonment, harassment and excessive force filed with the Civilian Review Board may be eligible.

Benefits of Police Complaint Mediation

- To speak with the Resident face to face with a neutral third-party.
- To provide clarity and understanding about your protocols and procedures to the Resident.
- To stop issues from reoccurring.
- Improve community-police relations.
- Complaints will be closed/unsustained upon the completion of a mediation session.

Baltimore Officers Familiar with the Program

“I was able to see first-hand the process of how both the public and the members of our police department can come together and gain knowledge and eye-opening experiences from one another.”
-Sgt. Teresa Scott

“Most of all, being able to show that we are just as human as the people we serve and protect. I truly believe that this is a step closer in the right direction, toward building a strong relationship with the citizens of Baltimore.”
-Sgt. Jonathan Amey

Mediation Is:

- **Voluntary**
- **Confidential**

Mediation Is Not:

- Not a process where participants are forced to come to an agreement.
- Not a process to determine who is right or wrong.
- Not a punishment process. The Resident and the Officer are in charge of their own process and outcome.
- Not a legal proceeding.

Community Mediation Baltimore

Community Mediation Baltimore provides the mediation services for the program. Community Mediation Baltimore is a private not-for-profit organization that is not affiliated with the City of Baltimore or the Baltimore Police Department. Community Mediation Baltimore aims to reduce interpersonal conflict and community violence and animosity by increasing the use of non-violent conflict resolution strategies and by making mediation more accessible in Baltimore City.

The Steps of Mediation

1. If a complaint is suitable for mediation, the Civilian Review Board will call the Officer and the Resident to see if they are interested. Mediation is voluntary, both parties must agree to participate.
2. The Civilian Review Board schedules the mediation for a time and date that works for both participants. The Mediation will take place in a location in the Resident's neighborhood.
3. Two trained mediators from Community Mediation Baltimore will mediate the session.
4. The mediators will ask each participant to address the conflict, explain the complaint and discuss how it affected them.
5. Mediation can end in an agreement however, it is not required.
6. The Mediation session typically lasts two hours however, it may take less time or additional sessions may be scheduled.

Frequently Asked Questions:

Does a mediation take place when I am off duty?

No, mediations will take place during work hours.

What happens to the complaint after a mediation?

Complaints which have completed mediations are closed and unsustainable. The mediated complaint will be placed into IAPRO and the case will be eligible for expungement.

What qualifies as a completed mediation?

To a complete a mediation, you must attend the full mediation session. You do not need to come to any sort of agreement.

Will my supervisors or coworkers know what took place in mediation?

Mediations are confidential.



Baltimore City Civilian Review Board



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Police Complaint Mediation Program

7 E. Redwood Street, 9th Floor
Baltimore, MD 21202

410-396-3151

www.civilrights.baltimorecity.gov