

# COMMUNITY MEDIATION PROGRAM FOR POLICE COMPLAINTS: INFORMATION SHEET

## PROGRAM OVERVIEW

The Community Mediation Program for Police Complaints is an initiative facilitated by the Providence External Review Authority (PERA). The program utilizes community volunteers as mediators to address low-level complaints filed by citizens against the police department. The primary goal is to enhance community and police relations by providing a safe, neutral space for the resolution of disputes.

## PROGRAM REQUIREMENTS:

1. Residency: Volunteers must be residents of the city of Providence.
2. Background: Individuals with a background in alternative dispute resolution are preferred.
3. Training: Volunteers will undergo a comprehensive 40-hour mediation program to equip them with the necessary skills and knowledge for effective mediation.
4. Commitment: Volunteers are expected to commit to serving as mediators for PERA.

## PROGRAM OBJECTIVES:

1. Improved Relations: Foster positive interactions between the community and the police department.
2. Safe Environment: Provide a neutral platform for individuals to voice concerns about alleged mistreatment by the police.
3. Resolution through Dialogue: Resolve complaints through mediated discussions, promoting a better understanding between the community and the police.

4. Voluntary Participation: The program is voluntary for both complainants and the police, ensuring a consensual and cooperative approach.
5. Termination: Either party can terminate their participation in the program if they are not satisfied with the outcome.

## PROGRAM BENEFITS:

1. Community Trust: Strengthen trust between the community and the police by addressing concerns in a fair and transparent manner.
2. Positive Transformation: Turn negative experiences into positive ones by fostering respect, empathy, and understanding.
3. Empowerment: Empower community members to actively engage in the resolution process and contribute to the improvement of police-community relations.

## HOW THE PROGRAM WORKS:

1. Complaint Submission: Citizens can file low-level complaints against the police with PERA.
2. Mediation Assignment: Eligible complaints are assigned to trained community volunteers for mediation.
3. Neutral Environment: Mediations take place in a neutral environment, ensuring fairness and impartiality.
4. Facilitated Discussions: Mediators guide discussions to address concerns and work towards resolution.
5. Voluntary Conclusion: Either party can choose to conclude the process voluntarily if they are satisfied with the outcome.

## CONTACT INFORMATION:

For more information or to volunteer, please contact the Providence External Review Authority at [pera@providenceri.gov](mailto:pera@providenceri.gov).

Join us in Building Stronger Communities through Dialogue and Understanding!