

**COUNTY OF LOS ANGELES  
DEPARTMENT OF CONSUMER  
AND BUSINESS AFFAIRS**  
500 W. Temple St., Room B-96  
Los Angeles, CA 90012

**For more information call:**

**(800) 593-8222**

Inside Los Angeles County

**(213) 974-1452**

Outside the County

**Visit us online:**

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**DEPARTMENT OF CONSUMER  
AND BUSINESS AFFAIRS**  
Brian J. Stiger, Director



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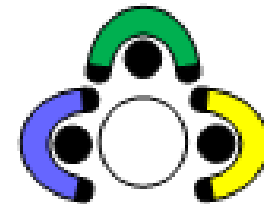
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# Mediation

Settle your dispute without  
going to court



*Dispute Resolution Program*

## What is Mediation?

The goal of mediation is to have a neutral third party help you resolve a dispute. The benefits of mediation include:

- ✓ It is an alternative to court that may save you time and money.
- ✓ Parties do not have to meet face-to-face, unless they choose to.
- ✓ The mediation process is confidential. Information about the mediation cannot be used in court.
- ✓ If you are unable to resolve your dispute in mediation, you can still go to court.

## Let us help you!

We mediate disputes for residents and businesses of Los Angeles County at no cost. We also mediate disputes involving L.A. County businesses for non-County residents. Our trained mediators do not represent either side or decide an outcome. The mediator will help parties reach a mutual agreement. Participation is voluntary. Both sides must agree to mediate for the process to begin.

Common disputes involve:

- Consumer and merchant
- Business to Business
- Landlords and tenants
- Neighbor to Neighbor
- Personal injury
- Property damage
- Debt settlement

## Types of mediation we provide:

- **Telephone Conciliation:** The mediator talks to each party separately by telephone to resolve the dispute.
- **Face-to-Face Mediation:** All parties meet in person with the mediator at an agreed-upon time and location.
- **Telephone Conference:** All parties are on the phone at the same time.
- **Online Dispute Resolution:** Parties use a cell phone, laptop, or tablet to participate online in a video conference, real-time chat, or to submit settlement offers.

## What happens in the mediation session?

In all sessions, the mediator:

- Listens to all participants.
- Helps each participant understand the other person's point of view.
- Helps parties focus on the problem.
- Helps parties reach a mutually satisfactory solution.

## What is the mediation process?

1. Complete a mediation request on our website: [dcba.lacounty.gov](http://dcba.lacounty.gov), or call our office at (800) 593-8222 to request a paper copy of the form.
2. Submit the request. You will then receive an email confirmation with your case number (e.g. DR12-3456).

3. We will invite the other party to participate and provide them a copy of the mediation request. If the other party does not respond, the mediation cannot proceed.
4. If both parties agree to participate, the mediator will ask both parties which type of mediation they prefer.
5. A mediation will be scheduled at a date and time convenient for all participants.

## What happens after the session?

If your dispute is resolved, parties may choose to have a verbal or written agreement and can make it binding or non-binding.

If you and the other party to your dispute are not able to reach a resolution, either party may take further legal action. Contact a Consumer and Business Affairs counselor at (213) 974-1452 to discuss other options and understand your rights and responsibilities.

## Can I mediate if I go to court?

If you decide to proceed with a court action, there might be another opportunity to mediate on your day of hearing.

If you are being sued or have already been sued, you can still try mediation.

**For more information, call (800) 593-8222 or visit us online at: [dcba.lacounty.gov](http://dcba.lacounty.gov)**