

PARTICIPANT QUOTES

“The officer was apologetic and agreed with my suggestions. It was a really good experience and I’m confident the officer involved won’t do this again.”

- Civilian

“It was good to hear what was bothering the civilian. Normally, with an investigation, you don’t get a chance to interact with each other, so this was better.”

- Officer

“The officer really took the time to hear me out and I truly appreciated the chance to speak face to face with him. It’s not often that we get the chance to express our frustrations to those in power in a safe space and feel heard and understood.”

- Civilian

“What I will take away is that people often need to bridge the gap. I tried to put myself in her shoes and we found commonality.”

- Officer

HOW DO I FILE A COMPLAINT OR REQUEST MEDIATION?

Anyone may file a complaint of officer misconduct with the Independent Police Monitor by phone, email, or at our office:

504-309-9799

policemonitor@nolaipm.gov

2714 Canal Street, Suite 201

New Orleans, LA 70119

www.nolaipm.gov



Scan QR code
to file
complaint

After you file a complaint, you may be offered the opportunity to participate in mediation.



Community- Police Mediation

MEDIATION CONTACT

Jules Griff

Mediation Program Director

Office of the Independent Police Monitor

504-330-6932

mediation@nolaipm.gov

www.nolaipm.gov

(Images used in this brochure were taken during a practice training and are not of actual mediation sessions.)

**BE HEARD
BE UNDERSTOOD
BE PART OF THE SOLUTION**



**Office of the Independent
Police Monitor**



WHAT HAPPENS DURING A MEDIATION?

The two mediators explain the mediation process. Then, they ask you and the officer to share about the incident. The mediators help the officer understand how you felt in the interaction and what's important to you and vice versa.

You and the officer can brainstorm solutions or what you want to see happen in the future.

Mediation can end in an agreement. Sometimes, being heard and understood and reaching mutual understanding is enough.

DO YOU WANT...

- The police to understand how you feel and what's important to you?
 - To prevent experiences like yours from happening in the future?
 - To be able to sit down face-to-face to speak directly with a NOPD officer?
 - To talk in a safe space facilitated by two professional community mediators?
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TRY COMMUNITY-POLICE MEDIATION

MEDIATION IS:

- Non-Judgmental
 - Confidential
 - Voluntary
 - Collaborative
 - Free
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Mediation is a structured conversation between you and the officer, facilitated by two trained mediators from your community.

Mediation is an opportunity to use your voice and be heard.

