

## PARTICIPANT QUOTES

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**“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.”**

**- Community member**

***“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.”**

**- Community member**

***“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**

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## HOW DO I FILE A COMPLAINT OR REQUEST MEDIATION?

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Anyone may file a complaint of officer misconduct with the OIPM by phone, email, website, or in-person:

24/7 call or text: 1-877-225-OIPM

2714 Canal Street, Suite 201

New Orleans, LA 70119

[www.nolaipm.gov](http://www.nolaipm.gov)

[policemonitor@nolaipm.gov](mailto:policemonitor@nolaipm.gov)

504-309-9799

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You may request mediation when you file a complaint. Eligible complaints will also be referred to mediation and our team will contact you.

## MEDIATION CONTACT

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Office of the Independent Police Monitor

504-309-9799

[mediation@nolaipm.gov](mailto:mediation@nolaipm.gov)

[www.nolaipm.gov](http://www.nolaipm.gov)

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



# Community- Police Mediation

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

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**Office of the Independent  
Police Monitor**



## WHAT HAPPENS DURING A MEDIATION?

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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...

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- 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:

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

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

