OHIO CIVIL RIGHTS COMMISSION

Mediation and Conflict Resolution

Mediation Program

Mediation is an informal and efficient process that is facilitated by a neutral third party and is designed to assist parties in reaching a resolution. This process provides parties with a non-adversarial approach to resolving conflicts.

Why Choose Mediation?

The Ohio Civil Rights Commission's (OCRC) mediation program was developed and implemented in 1997. On average, the OCRC is able to successfully resolve approximately 85% of all cases that undergo mediation.

- **Voluntary participation**

All parties to a charge of discrimination must agree to participate in order for the process to begin.

- **Confidential**

Communication disclosed during the mediation will be kept confidential and will not be shared.

- **Fair and impartial**

The mediator facilitates communication and does not mandate a resolution.

- **Save time & money**

There is no charge for our mediation services and is scheduled at a convenient time for all of the parties. Attempts are made to conduct the mediation within 45 days.

Complaint Process

Any person who feels that they are a victim of discrimination because of their race, color, religion, sex, national origin, ancestry, disability, age, familial status (housing only) or military status may file a formal complaint with the OCRC. A person may also file on the basis of retaliation if they believe that they are retaliated against for exercising their right to file a charge, for participating in an investigation or for complaining about discrimination.

If the mediation process is unsuccessful or if one party does not wish to participate in mediation, the case will be referred to the investigative unit. Through a series of steps, which may include witness interviews, document requests and/or site visits, the Commission will determine whether or not discrimination has occurred.

All services are **free** of charge and complaints can be filed in person at your local OCRC office, by telephone or on our website (www.crc.ohio.gov) Charges must be filed within six months from the date of harm (or one year for cases alleging housing discrimination).

Regional Offices

Akron Regional Office
Ocasek Government Building
161 S. High St., Suite 205
Akron, OH 44308
330-643-3100
330-643-3120 (Fax)

Cleveland Regional Office
Lausche State Office Building
615 W. Superior Avenue
Suite 885
Cleveland, OH 44113
216-787-3150
216-787-4121 (Fax)

Columbus Regional Office
Rhodes State Office Tower
30 E. Broad St., 4th Floor
Columbus, OH 43215
614-466-5928
614-466-6250 (Fax)

Dayton Regional Office
Point West III
3055 Kettering Blvd, Suite 111
Dayton, OH 45439
937-285-6500
937-285-6606 (Fax)

Toledo Regional Office
One Government Center
640 Jackson St., Suite 936
Toledo, OH 43604
419-245-2900
419-245-2668 (Fax)

Cincinnati Satellite Office
PNC Bank Building
7162 Reading Rd., Suite 606
Cincinnati, OH 45237
513-351-2541
513-351-2616 (Fax)