



# 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 after the charge is signed.

### 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 have been 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](http://www.crc.ohio.gov)) Charges must be filed within six months from the date of harm for public accommodation, credit, or disability in higher education charges, one year for housing charges, and two years for employment charges.

### 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  
Mid-Pointe Towers  
7162 Reading Rd., Suite 1005  
Cincinnati, OH 45237  
513-351-2541  
513-351-2616 (Fax)