



MEDIATION SERVICES

CITIZENS SERVICE OFFICE

Telephone: (415) 499-6191

ADMINISTRATION BUILDING
ROOM 412 CIVIC CENTER
SAN RAFAEL, CA 94903

BETTY J. TIMES,
Director

JODY ANNE BECKER
Program Coordinator

ELEANOR SALESKY SPATER
Case Coordinator

INFORMATION FOR MEDIATION CLIENTS

- 1) Marin County Mediation Services provides dispute resolution services in compliance with the Dispute Resolution Programs Act of 1986 (Business and Professions Code Section 465 et seq.)
 - 2) Mediation is a voluntary process by which people may come together with one or more professionally trained and experienced mediators who assist them in resolving their dispute in order to arrive at a mutually satisfactory agreement.
 - 3) The mediator(s) who assist you will have no conflict of interest regarding any of the parties directly or remotely involved with your case. Your neutral mediators will act fairly in dealing with all parties and will have no personal interest in the terms of your settlement.
 - 4) Fees are sliding scale, according to income and need. All fees are waived for persons whose income is below the federal poverty guidelines or whose income and resources fulfill the financial qualifications for federal Supplemental Security Income benefits.
 - 5) Disputants must sign the agreement to participate form before the hearing begins. This form provides that any statement or admission made during the course of mediation or any document or copy of a document prepared specifically for mediation will not be admissible in any other forum where the same issues are at stake.
- This agreement does not abridge your due process rights including your right to pursue all legal options.
- 6) At the conclusion of the hearing disputants may agree to make their written settlement agreements enforceable or admissible at law.
 - 7) Disputants may offer the testimony of witnesses.
 - 8) Disputants may be accompanied by counsel during the mediation hearing. However, it is the policy of Mediation Services to deal directly with the principal decision-makers unless both or all parties agree that one or more may be represented by counsel or other person.
 - 9) The mediator(s) has the authority and duty to terminate the dispute resolution proceeding if at any time the mediator concludes that any disputant is uninformed or does not understand his or her rights or potential obligations. The mediator will encourage such a disputant to seek qualified legal, financial or other professional advice.



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**FILING FEE: PLEASE ENCLOSE CHECK OR MONEY ORDER
FOR \$5.00 PAYABLE TO CITIZENS SERVICE OFFICE**

Case # _____

PERSON FILING REQUEST FOR SERVICE

OTHER PARTY (PERSON, BUSINESS, ORGANIZATION)

NAME _____
ADDRESS _____
CITY STATE ZIP _____

NAME _____
ADDRESS _____
CITY STATE ZIP _____

HOME PHONE BUSINESS _____

HOME PHONE BUSINESS _____

Referred by _____

TYPE OF BUSINESS OR ORGANIZATION _____

Amount of your claim \$ _____

Names, Addresses and Phone Numbers of Others Involved: _____

Summary of Situation _____

(If necessary attach additional sheets)

Action wanted for satisfaction _____

Please check service or services requested from Mediation Services:

I request Mediation Services to assist me in my dispute with: _____ Name

I request Mediation Services to conduct an inspection of the property located at _____

I agree to pay Mediation Services for charges applicable to handling my case upon a statement of charges. See reverse side.
The Information contained in this form is true, correct and complete to the best of my knowledge.

Date _____

Signature _____

PLEASE ATTACH COPIES OF DOCUMENTATION PERTINENT TO YOUR COMPLAINT

**MEDIATION SERVICES
FEE SCHEDULE**

Information & Referral..... **FREE**

Filing Fee..... **\$5.00**
(should be submitted with this request for service form to activate your case)

**Consultation, Conciliation and Mediation:
SLIDING SCALE FEE. BASED ON GROSS FAMILY
INCOME.**

ANNUAL INCOME	FEE PER HOUR
0 to \$5,000	No fee
Over \$5,000—\$10,000...	\$ 5 00
Over \$10,000—\$15,000...	\$10.00
Over \$15,000—\$20,000...	\$15.00
Over \$20,000—\$25,000...	\$20.00
Over \$25,000—\$30,000...	\$25.00
Over \$30,000—\$35,000...	\$30.00
Over \$35,000—\$40,000...	\$35.00
Over \$40,000—\$50,000...	\$40 00
Over \$50, 000.....	\$50 00

SPECIAL TYPES OF MEDIATION:

HOME -BUYER/ HOME-SELLER\$50.00/hour

RENTAL PROPERTY INSPECTION

Initial Inspection \$40.00
Follow-up inspection within 30 days..... \$15.00

TREE DISPUTES \$50.00 /hour.

ARBITRATIONS:..... \$150.00 (per party)
Initial fee for each party due and payable at time of filing for arbitration.

Each subsequent hearing(per party) \$50.00

To party causing postponement of any hearing\$50.00

°Revised 12/89

INCOME STATEMENT

This form must be filled out only if you wish to have a fee reduced according to the sliding scale fee schedule. Otherwise fee for service will be \$50.00 per hour.

I request Mediation Services to assist me in my dispute with: (name of other party)

_____ and certify that my annual gross family income is \$ _____ per year.

My family consists of _____ adults and children under 18 years of age.

PLEASE PRINT

Name _____

Address _____

_____ city state zip

I declare under penalty of perjury that the foregoing is true and correct

Date _____

Signature _____

Statement of Confidentiality

It is understood that, no one, other than Mediation Services staff and the Auditor-Controller will be privy to this information, except as may be authorized by law.

The following statistical information is requested for research and statistical purposes only. Please help us by checking the proper answers in the blanks provided and include this card with your complaint form.

AGE: under 18 ___; 18-30 ___; 30-40 ___; 40-60 ___; over 60 ___

INCOME: under \$5,000 ___; \$5,000-\$10,000 ___; \$10,000 - \$15,000 ___; \$15,000-\$20,000 ___; \$20,000-\$25,000 ___; \$25,000-\$30,000 ___; \$30,000-\$40,000 ___; over \$40,000 ___

EDUCATION: Grade School ___; High School ___; College ___; Post Graduate ___

ETHNIC CATEGORY: White ___; Black ___; Hispanic ___; Asian or Pacific Islander ___; American Indian or Alaskan Native ___