



Cleveland Mediation Center (CMC) has been mediating community disputes and providing conflict resolution and mediation training to greater Cleveland since 1981, distinguishing CMC as the first community mediation center in Ohio.

In 2017, CMC merged with our long-time partner FrontLine Service, expanding our ability to serve the community. CMC's mission is to promote just and peaceful community in Northeast Ohio by honoring all people, building their capacity to act, and facilitating opportunities for them to engage in conflict constructively.

### What is Mediation?

Mediation is a process for resolving issues where a neutral third party helps individuals and groups have a conversation to jointly resolve their concerns.

### The Process

Everyone will have a chance to talk about the situation from their perspective and will work together to develop a plan for resolving the issue and reducing future conflict.

### Mediator Role

- Acts impartially
- Helps people talk to each other
- Gives everyone time to share their concerns
- Writes any agreements reached

### TYPES OF CASES WE MEDIATE:

#### Neighbor to Neighbor Disputes

CMC mediates disputes among neighbors including those around noise issues, property lines, fence issues, etc. We also mediate larger community conversations around use of public space and other issues.

#### Family Mediation

CMC mediates family disputes such as custody and visitation issues among parents and guardians, parent/child conflict, grand-parent or extended family visitation, care of elder parents, and sibling conflict. Mediation is a way for family members to resolve their disputes in a private confidential setting with the assistance of a neutral third party whose role is to assist the parties in reaching an agreement on disputed issues by identifying issues, exploring options and facilitating communication between the parties.

#### Landlord Tenant Mediation

CMC mediates between landlords and tenants to address issues with the tenancy, prevent eviction and help tenants stay in their housing. CMC facilitates discussion around payment plans for back rent, repairs needed for the unit among other issues.

Fees for services are based on a sliding scale.

For information or to make a referral, please call **216-621-1919**.

# Community Mediation



**Cleveland Mediation Center**  
A Program of FrontLine Service

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