

Try talking it through with the  
help of the  
Village of South Holland's

## MEDIATION & RECONCILIATION COMMISSION

**DO YOU  
NEED HELP  
RESOLVING AN ISSUE  
WITH YOUR  
NEIGHBOR?**



For questions regarding  
Mediation & Reconciliation  
contact us at 708-210-2904  
[www.southholland.org](http://www.southholland.org)

**CLEAN  BRIGHT  BEAUTIFUL**

## MEDIATION & RECONCILIATION COMMISSION

***Helping Neighbors  
Find Resolutions***



Village of South Holland  
16226 Wausau Avenue  
South Holland, IL 60473  
[www.southholland.org](http://www.southholland.org)







*"The music is so loud, it drives me crazy..."*

The Village's Mediation and Reconciliation Commission can help you resolve issues such as:

- Complaints about excessive noise from dogs, children, music, etc.
- Lifestyle conflicts
- Property access and general disputes
- Damage complaints
- Racial/ethnic conflicts

### What is mediation?

Mediation is facilitated negotiation in which people work together to resolve their differences. The mediator helps neighbors to:

- Communicate effectively
- Identify and discuss issues of mutual concern
- Explore solutions
- Develop mutually acceptable agreements

### What are the benefits of mediation?

Issues are resolved without litigation or other adversarial action. The solution is fashioned by the parties themselves and not by a third party such as a judge. Neighbors learn the tools by which to amicably resolve future disagreements.

### Can the mediator impose a solution?

The mediator has no decision-making authority. The parties themselves determine whether and how the dispute will be resolved.

### Do I need to be represented by an attorney in the mediation?

Mediation is informal and attorneys are not required. Neighbors normally represent themselves. You should be aware that the mediator will not represent either party and has no law enforcement authority.

### Does the mediation cost anything?

No fee is charged because the mediators are volunteers from the community. You provide your time.

### How long is a mediation session?

This generally depends on the circumstances surrounding the mediation request. A typical mediation session lasts between two and three hours.

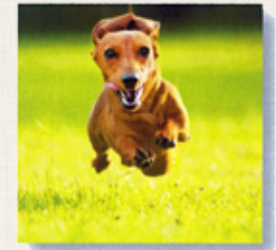
### Who are the mediators?

The mediators are South Holland residents who have been trained in the techniques of mediation.



*"I wish they would stay in their own yard..."*

*"that dog is always running around the neighborhood..."*



### What happens if we reach an agreement?

A written agreement will be drafted and signed by both parties. The mediator is available to help resolve any problems that may occur in implementing the agreement.

### Is the mediation session confidential?

The mediator will not discuss the case with anyone and will destroy his/her notes when the mediation is completed. The disputing parties are asked to also treat the discussions as confidential. If an agreement is reached, the Village's copy of the agreement is maintained in a secured file in the office of the Deputy Village Administrator.

### Are some disputes not suitable for mediation?

Disputes such as domestic violence, child abuse, and divorce custody cases are not suitable for mediation.

### What should I do if I am interested in requesting a mediation?

Stop by the Village Hall reception desk to obtain a Request for Mediation form. Turn in the completed form and we will contact the other party to arrange for mediation.