

Serving San Mateo County since 1986 with a wide range of conflict management services.

What our clients are saying:

"Thank you so much! It's my second experience with your group. Your service is a wonderful/valuable resource. Thanks again."

"The PCRC staff and volunteers were great in every way."

"My case resolved itself before mediation - but I definitely got de-stressed once I had completed the initial phone call and begun proceeding."

"As mediation is a new experience to me, they made me feel very comfortable."

Community Mediation Program

Mediation is...

A way to resolve a conflict without just giving up, fighting, or going to court. It involves getting people together to talk and listen to each other with the help of our neutral, trained mediators.

Mediators are...

Trained community volunteers from all backgrounds who sit down with you and facilitate communication. They will not take sides, tell you what to do, give advice or judge you. They will help you reach an agreement to satisfy everyone.

Mediation can help with...

- Neighbor / Neighbor conflicts
- Landlord / Tenant issues
- Consumer / Merchant conflicts
- Workplace disputes
- Family issues: sibling, elder parent, child visitation
- Other nonviolent misunderstandings between people

Mediation is a good option because it is...

- *Fair* (agreements are made by you)
- *Effective* (a resolution is reached 80% of the time)
- *Safe* (a controlled and respectful process is followed)
- *Confidential* (protected by law)
- *Low cost* for all residents in San Mateo County.

TO USE PCRC SERVICES CALL 650-513-0330 [Hablamos Espanol]

1. Give us a brief description of the problem and the contact information for all parties.
2. We will assess the situation for mediation. If a case is not opened, a referral will be made to another agency.
3. If a case is opened, the other party(s) will be invited to participate in a mediation.
4. Because mediation is voluntary, it will only be set up if all parties consent.
5. The mediation will be held in a neutral location in your community at a time and date that is convenient for all.