



METROWEST MEDIATION



WHAT IS MEDIATION?

- A neutral mediator helps people resolve conflict by facilitating conversation to help both sides meet their goals.
- Parties craft their own agreement with the mediator's help.
- Mediation is voluntary, so all sides must agree to participate

KEY PARTNERS

- MA Office of Public Collaboration
- Office of the Attorney General
- Massachusetts Trial Courts

OUR MISSION

MetroWest Mediation Services, founded in 1979, is a non-profit conflict resolution and training center.

We facilitate peaceful resolution of disputes within all communities we serve, and through the courts, by supporting people to work together to resolve conflict.

OUR MEDIATORS

Our mediators are professionally trained community members who are supervised according to the Massachusetts Uniform Rules of Dispute Resolution.

BENEFITS OF MEDIATION

COST & TIME EFFECTIVE

Mediation can save you time and money

CONFIDENTIAL

Details of the mediation are not shared, with limited exceptions for safety

AMICABLE

Resolve your dispute while maintaining relationships

IN THE COMMUNITY

CONSUMERS

Local Consumer Program:

The Local Consumer Program is designed to effectively resolve consumer complaints with businesses.

TENANTS & LANDLORDS

Housing Mediation: We help parties apply for rental assistance, negotiate payment plans, and reach agreements to stay housed and avoid eviction.

SCHOOLS

Peer Mediation: We train students to resolve conflict among their classmates and support schools to build effective programs that provide an alternative to detention and suspension.

COUPLES & FAMILIES

Divorce Mediation: We guide partners to amicably address the challenging decisions required for divorce.

Family Mediation: We provide a space to navigate complicated topics such as parenting time, parent/child relationships, elder care and inheritance.

INCARCERATED

Re-Entry Mediation: To reduce recidivism, we facilitate conversations between soon-to-be released individuals and important people in their lives.

ORGANIZATIONS

Organizational Dispute Resolution: We work with organizations, businesses, municipal boards, and educational institutions to conduct a needs assessment and provide a range of dispute resolution.

IN COURT

APPROVED TO OFFER COURT-CONNECTED DISPUTE RESOLUTION IN:

- District Court
- Juvenile Court
- Probate & Family Court
- Superior Court
- Housing Court

COURT CASES INCLUDE:

- Small Claims
- Summary Process (Eviction)
- Civil
- Harassment Prevention Order
- Minor Criminal
- Child Requiring Assistance
- Care & Protection
- Delinquency

TRAINING

Become a Mediator:

Learn the skills of mediation with our comprehensive 35-hour training.

Volunteer with us or apply the tools and techniques to your personal and professional life.

We also offer conflict resolution and communication training for individuals and organizations.

CONTACT US

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www.metrowestmediation.org