



# NYC CIVILIAN COMPLAINT REVIEW BOARD

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## **MEDIATION PROGRAM**



The New York City Civilian Complaint Review Board is the **largest** independent oversight entity of the largest police force in the country.

The CCRB investigates, **mediates**, and prosecutes allegations of misconduct against members of the NYPD.

The CCRB's Mediation Program was **established in 1997** and is the leader among police oversight Alternative Dispute Resolution (ADR) programs in the nation.

# What is Mediation?

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Mediation is an informal process in which a **trained mediator facilitates a conversation** between individuals in a conflict.

This alternative dispute resolution process is designed to **encourage direct communication and understanding** between participants.

It empowers the parties to find **voluntary solutions** that meets their needs and interests.

# Mediation Features

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## **Voluntary**

- All victims and subject officers **agree** to participate before a session can be scheduled

## **Confidential**

- Sessions **are not recorded**
- Information shared **cannot** be used in any legal proceeding or CCRB investigation

# Mediation Features

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## Non-disciplinary

- If successful, the case is closed
- Mediated complaints **do not appear on the officer's visible record** (MOS database)

## Neutral mediator

- Trained in alternative dispute resolution (ADR)
- **Not affiliated** with the CCRB or the NYPD
- Does not give legal advice or decide who is at fault

# Screening Cases for Mediation

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- **Investigators screen cases for mediation suitability**
- When applicable, investigators **present the investigation and mediation options** to all available victims
- If all victims **agree**, the case is referred to mediation

# Screening Cases for Mediation

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Complaints are **unsuitable** for mediation when they:

- Involve deadly force
- Involve serious physical injury or extensive property damage
- Include sexual misconduct or racial profiling/bias policing allegations
- Have open civil or criminal litigation regarding the matter
- Have concurrent NYPD investigation regarding the same incident

# CCRB Mediation Staff

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## Referring cases to mediation

- Mediation staff **discusses the process in detail** with victims and subject officers
- **Clear benchmarks** that allow for timely processing of complaints

## Scheduling mediation sessions

- Once all parties agree to mediate, staff **schedule a session**
- **Virtual or in-person** options
  - victims choose the format; staff accommodate officers' schedule



# Mediation Resolution

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- Sessions are **successful** when parties agree that the issue was resolved
- Cases are **returned** to investigation when:
  - Session is unsuccessful
  - Any party rejects mediation
  - Exhaust scheduling/rescheduling attempts

# BENEFITS OF THE CCRB MEDIATION PROGRAM

- CCRB investigators take statements from victims **before** cases are referred to mediation
- The average length a case stayed in mediation was **27 days** in 2024
- No significant impact on the overall investigation **timeline**
- Virtual mediation provides more **flexibility** and increases participation post-pandemic

# BENEFITS OF THE CCRB MEDIATION PROGRAM

- Mediation processed 157 complaints thus far in 2024. Of those **39%** made it to a mediation session
- Approximately **3 out of 4** complaints that made it to a mediation session were successfully resolved
- In 2024, **29%** of complaints referred to mediation were successfully resolved. Another **20%** were withdrawn or closed as victim uncooperative

# GOALS OF THE CCRB MEDIATION PROGRAM

- **Educate** civilians and officers on options to handle their dispute
- **Empower** parties to represent themselves
- **Encourage** direct human interaction and improve communication

# GOALS OF THE CCRB MEDIATION PROGRAM

- Bridge the gap and restore trust
- Repair relationships and promote healing (restorative justice)
- Serve as an ADR **model** for other police oversight agencies around the country



## **CCRB Mediation Program**

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