

# Scheduling and FAQs

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## ‘How To’ Schedule a Mediation or Facilitation

### **Starting out with a call**

When you are ready to start the mediation process, call the Dispute Resolution Center at 425-339-1335 or 800-280-4770. All mediation files are opened by intake counselors who can answer your questions and assess the appropriateness of mediation.

Unfortunately we are not able to assist walk-in clients, so you are encouraged to call the Dispute Resolution Center between 9:00am and 4:30pm Monday through Friday. We do receive a high volume of calls and your patience is appreciated.

### **Take the time, do it right**

Please be aware this initial phone call can last 15-20 minutes and will include an overview of the mediation process, Dispute Resolution Center’s scheduling requirements and the gathering of information regarding your particular situation. It is very important for you to have the current mailing address, email address and phone number for the other person in your dispute. Also, a \$75 portion of your full mediation fee is due at the time a file is opened for a family mediation case; this \$75 is non-refundable and can be paid over the phone by debit or credit card, (each party will have a \$75.00 non-refundable service fee).

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## Frequently Asked Questions

### **How much does mediation cost?**

Mediation fees can vary depending on the kind of case and the client’s income. Most clients’ pay between \$100 - \$300 for a regular three hour mediation session, for a modified shuttle the fee is \$900.00 and for a full shuttle the fee is \$1200.00 (discounts are not available for any shuttle mediations).

### **Can I bring my attorney or a support person to the mediation?**

Attorneys and support people are welcome in mediation if both parties agree they want additional parties present.

### **What if the other party refuses to mediate?**

For most cases, a mediation scheduling report can be issued. This report indicates that you requested mediation, our last date of contact with both parties and the case outcome. If the other party has declined mediation, it would indicate he/she declined.

### **Can I mediate if the other party lives in another state?**

Yes. The Dispute Resolution Center can set up a mediation where the other party calls and participates via a conference call.

### **What will happen in mediation?**

Our mediation process involves both parties in a dispute sitting in a room with two mediators who guide you through a eight stage mediation process. The mediators will begin with opening remarks that provide an overview and orientation to mediation. They will then ask each of you to provide a brief summary of the issues you want to resolve and help the two of you create a list of these items. After the list has been created, they will help the two of you negotiate and discuss possible solutions. During the mediation the mediators may find it helpful to meet with each of you privately, in those instances they will call a caucus where they will meet first with one party and then the other. The information shared in those caucuses is confidential and the mediators will not share what you say with the other party. Finally, if there are agreements the two of you want in writing, the mediators will help you capture those agreements on a settlement form.

### **What do I do with the settlement agreement?**

The settlement agreement once signed and initialed by both parties is a contract. It may be admissible in court and upheld as a legally binding document. Parties who are involved in a court case are encouraged to contact an attorney or your court's [Family Law Facilitator](#) if you have questions about filing you settlement with the court. The Dispute Resolution Center does not file a copy of your settlement with the court.

### **What if the other party doesn't follow the agreement?**

If the settlement agreement is not followed and the issue remains unresolved, you can consider returning to mediation to renegotiate or you may take the settlement agreement to court.