

# HONOLULU POLICE DEPARTMENT

## POLICY LAW ENFORCEMENT OPERATIONS

March 27, 2019

Policy Number 4.36

### MEDIATION AND RESOLUTION SERVICES

#### POLICY

Police officers shall promote mediation as a way to resolve community disputes that are not life-threatening.

#### PROCEDURE

##### I. MEDIATION CENTER OF THE PACIFIC

- A. Officers may refer persons involved in conflicts and disputes to the Mediation Center of the Pacific, which was established to help resolve problems through mediation.
- B. The purposes and goals of the Mediation Center of the Pacific are as follows:
  1. To provide an efficient, minimal-charge service for resolving minor disputes and providing long-lasting solutions;
  2. To prevent crime by resolving minor disputes at the lowest level before they escalate into serious problems; and
  3. To help overcome feelings of alienation, helplessness, and apathy by showing residents that they are part of a community that can solve its own problems.

##### II. TYPES OF CONFLICTS THE MEDIATION CENTER WILL ACCEPT

- A. Family problems;
- B. Neighborhood problems (noise, pets, parking, etc.);

- C. Landlord-tenant problems (repairs, noise, etc.);
- D. Disputes over money, personal property, etc.;
- E. Juvenile problems (vandalism, fights, etc.);
- F. Consumer problems (refunds, bad merchandise, exchanges, etc.); and
- G. School problems (student fights, etc.).

III. PROCEDURES

- A. Brochures containing information on mediation, the mediation center, and mediation referral forms for use by disputants are available from the center (see the attachment for contact information).
- B. The referral form should be completed by the potential mediation participants and dropped off at or mailed to the mediation center.
- C. Mediation meetings are held at the convenience of both parties. A mediator will assist disputants in working out solutions. When an agreement is reached, the mediator records the elements of the agreement and both parties sign the document.
- D. The mediation hearings are confidential. The mediation center will use all available legal means to resist attempts to subpoena its case files, mediators, or staff. All records are destroyed at the end of the mediation. Copies of the agreement are given to the parties involved, with the understanding that the document is not legally binding.

March 27, 2019

Policy Number 4.36  
Page 3

- E. If a dispute persists or escalates into a more serious situation, officers shall inform victims/complainants that they should contact the Victim/Witness Kokua Services, Department of the Prosecuting Attorney. Officers shall also inform citizens of other helping agencies available in the community, such as the Crime Victim Compensation Commission.

  
SUSAN BALLARD  
Chief of Police

Attachment

Post on bulletin  
board for one week

Policy first issued  
July 16, 1998

**March 27, 2019  
Attachment**

**Policy Number 4.36**

CONTACT INFORMATION

Address: Mediation Center of the Pacific  
245 North Kukui Street, Suite 206  
Honolulu, Hawaii 96817

Telephone: 521-6767

Fax: 538-1454

Hours of  
operation: 0830 to 1630 hours, Monday through Friday