



U.S. Department of Justice Community Relations Service

Helping Communities Resolve Conflicts Through Mediation

The United States Department of Justice Community Relations Service (CRS) provides mediation services to help communities resolve conflicts and disputes based on race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.

CRS mediation is a structured and formal process where parties in conflict convene to identify issues impacting local communities and develop agreements to address these issues. Mediation is a conflict resolution process aimed at empowering local communities to develop solutions that work for them, while offering an alternative to litigation or violence.

Examples of Mediations

Helping school administrators, parents, and students reach agreements on how to resolve racial conflicts in schools

Working with law enforcement agencies and community groups to develop plans to improve community-police relations

Facilitating agreements between law enforcement, faith-based groups, and civil rights organizations to address hate crimes and bias incidents impacting the local community

Overview of Mediation Services



Getty Images

Voluntary Participation. CRS mediation is a voluntary process by which parties attempt to resolve issues through dialogue and negotiation.

Mediated Agreements. Agreements developed during mediation session may be memorialized in a written document signed by the parties and witnessed by the mediator. These non-enforceable and good faith documents are often called memoranda of understanding or memoranda of agreement.

Confidentiality. CRS mediators maintain participants' confidentiality as part of the process and do not share information learned during mediation sessions with outside entities, including the media, organizations, or individuals.

Impartiality. During the mediation process, CRS does not advocate for any party, nor for any particular issue. Rather, the mediator is focused on delivering a fair and unbiased process that assists parties to develop agreements.

About CRS ▼

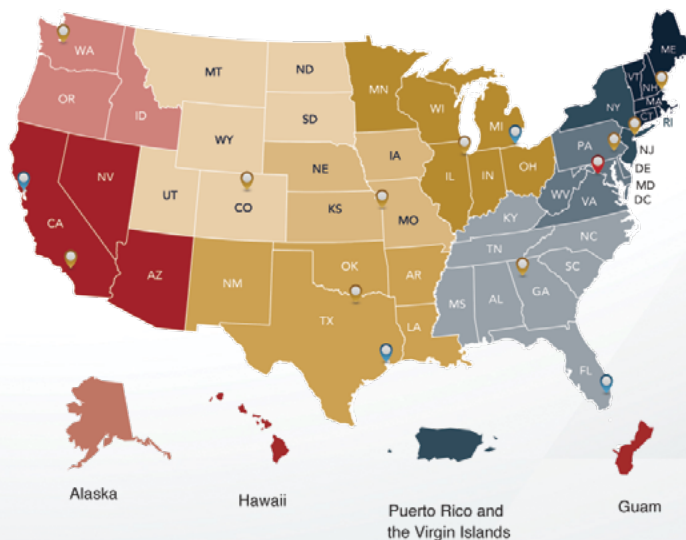
Established by Title X of the Civil Rights Act of 1964 and expanded by the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS serves as “America’s Peacemaker” for communities facing tension or conflict based on differences of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS services aim to enhance the ability of local communities to independently and collaboratively prevent and resolve future conflicts through the use of problem solving, increased knowledge, and improved communication.

CRS Services and Programs ▼

CRS provides an array of programs to communities experiencing tension, as a tool for cultivating understanding, improving collaboration, and preventing future disagreements. CRS staff are professional mediators, facilitators, trainers, and consultants experienced in bringing community members together to help enhance their ability to resolve existing conflict and prevent future conflicts.

Where We Work ▼

- New England Region
- Northeastern Region
- Mid-Atlantic Region
- Southeastern Region
- Midwestern Region
- Southwestern Region
- Central Region
- Rocky Mountain Region
- Western Region
- Northwestern Region
- 📍 Field Offices
- 📍 Regional Offices
- 📍 CRS Headquarters Offices



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For more information on this program or other CRS services, please contact your local CRS office:

<https://www.justice.gov/crs/about-crs/regional-and-field-offices>