
DISPUTE RESOLUTION PROGRAM

Dispute resolution is often called mediation. The purpose of the City of Citrus Heights' Dispute Resolution Program is to preserve and encourage neighborhood harmony.

The Dispute Resolution Program offers an alternative to litigation and an opportunity to resolve disagreements in a reasonable and non-threatening way.

This is a voluntary process where all parties agree to discuss and work toward a resolution. The mediator is there only to guide you through the discussion.

MEDIATION IS COMMONLY USED IN DISPUTES INVOLVING:

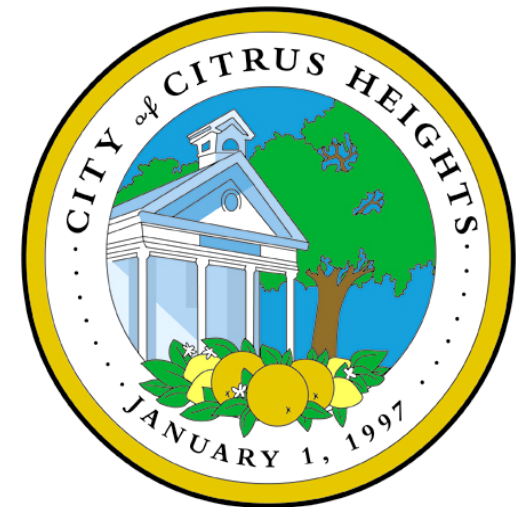
- Landlord and Tenant Disputes.
- Neighbor to Neighbor Disputes.
- Barking Dogs.
- Business Owner and Client Disputes.



The City of Citrus Heights Dispute Resolution Program is offered through the Center for Human Rights Law and Advocacy. A non-profit organization established by the Human Rights & Fair Housing Commission of the City and the County of Sacramento in 1997.

DISPUTE RESOLUTION PROGRAM

PROVIDED BY THE CITY OF CITRUS HEIGHTS



6237 FOUNTAIN SQUARE DRIVE
CITRUS HEIGHTS, CA 95621
(916) 444-6903 x 131
email dir_programsrvs@cwo.com

CONFLICT IS A NATURAL PART OF LIFE.

There will be disagreements and misunderstandings which can sometimes erupt into a confrontational and emotional situation.

HOW DOES DISPUTE RESOLUTION WORK?

Dispute Resolution is a process which allows both parties an opportunity to hear and discuss the problem in a non-confrontational surrounding.

It is free – the City pays the costs of mediation. It is quite successful with over 85% of all face to face cases resolved to the satisfaction of both parties.

The mediator is not there to push one viewpoint over another. Mediators listen to both sides. The parties involved will work toward a mutually agreed upon resolution.

It is a win, win solution for everyone involved.

HOW DO YOU ACCESS THIS FREE SERVICE?

Many problems may be resolved simply by a phone call to both parties. However, if necessary both parties will be invited to a meeting to discuss the issues.

Appointments may be scheduled by calling (916) 444-6903 ext. 131. A message phone is available 24 hours a day. Please leave your name, phone number and a brief message. You may also contact us through email at dir_programsrvs@cw.com or you can access the program via the City's web page at www.citrusheights.net.

All calls/messages will be answered as soon as possible and within two business days. Messages left on the weekend will be answered on the next business day.

The City of Citrus Heights Dispute Resolution Program is available Monday thru Friday 8:00am to 5:00pm.

For more information or to make an appointment to meet at City Hall 6237 Fountain Square Drive Citrus Heights, CA 95621

Please call (916) 444-6903 ext. 131

or

Email dir_programsrvs@cw.com