

Who are the mediators?

Mediators include state-approved community volunteers and professional mediators who have met the minimum requirements as outlined in Supreme Court Rule 902 and have registered with the Kansas Office of Judicial Administration Dispute Resolution Coordinator.

How much does mediation cost?

Mediation of cases filed with the Kansas Attorney General's Consumer Protection Division is provided as a community service and there are no additional fees.

How can I become a volunteer mediator?

If you are interested in becoming a volunteer mediator with the Kansas Attorney General's Mediation Program, contact the mediation coordinator at (785) 291-3577 or (800) 432-2310 or email mediation@ksag.org.



For more information on the
**Kansas Attorney General's
Mediation Program**
call (785) 291-3577
or (800) 432-2310
or email mediation@ksag.org.

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Mediation Program



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What does the Kansas Attorney General's Mediation Program offer?

The Kansas Attorney General's Mediation Program offers parties who have filed a complaint with the Consumer Protection Division an opportunity to try to resolve their conflict through mediation instead of litigation.

What is mediation?

Mediation is a voluntary process by which two or more parties agree to meet with a court-approved, unbiased third party (mediator) to resolve disputes through discussion, negotiation and problem solving. The parties involved in the dispute determine the solution to their conflicts with the assistance of the mediator. The mediator never imposes a solution. Both parties are in charge of the outcome.

When and where does mediation take place?

If the parties agree to use mediation, their case is mediated in a private room in the Kansas Attorney General's Office in Topeka at a time agreed to by the parties and mediator. Only the parties and mediator will be present.

How long does mediation take?

While there is no set time, most cases can be mediated in less than two hours.

How does mediation work?

The mediator asks each party to describe his or her concerns while the others listen. The mediator asks questions to identify needs and interests and to clarify issues. Possible solutions are explored with the help of the mediator.

The Kansas Attorney General's Mediation Program is separate from the Consumer Protection Division, and no information will be shared with the investigators about anything that occurs during the mediation process.

What happens after the mediation session?

The Consumer Protection Division will be notified if a mediated agreement is reached, and it is the obligation of the parties to fulfill their agreement.

If an agreement is reached, the formal agreement will be put in writing, outlining the settlement of the issues and future responsibilities of both parties. The agreement is signed by both parties and the mediator.

If the parties are unable to arrive at an agreement, the case is returned to the Consumer Protection Division. It will be the decision of the Consumer Protection Division whether to further investigate the complaint or to refer the complainant to small claims court or a private attorney.

What complaints can be mediated through the mediation program?

Many Consumer Protection Division cases can be mediated, including, but not limited to:

- Home construction and improvement disputes
- Vehicle repair issues
- New and used car sales complaints
- Debt collection
- Health services (Physicians, dentists, etc.)
- General services

What are the benefits of the mediation program?

- Mediation preserves relationships.
- There are no additional fees for the mediation program.
- Mediation is voluntary and informal.
- Mediation gives more control to the parties involved.
- Mediation seeks fairness for all parties.
- The discussion is confidential to the mediation process, and the only written agreement is kept in the Consumer Protection file.
- Mediation can achieve a quicker and less expensive resolution of the complaint.
- Disputes are resolved in a non-threatening environment.
- Mediation is non-adversarial.
- Creative approaches to achieving resolution can be sought.
- Mediation avoids the cost and time of the full investigation process, which may include interviews, document production or other procedures.