

## **DVR Consumer Mediation Process**

### **Consumer contacts Hearing Coordinator to request mediation**

- Hearing Coordinator notifies WDA Director of consumer's request
- Hearing Coordinator notifies consumer of WDA Director's decision via preferred method and via post
  - If DVR agrees to mediation, letter to consumer will include ROI and mediator bios to solicit primary and secondary mediator choices
  - For 10 counties, the preferred mediator will be the automatic primary choice

### **Consumer returns signed ROI and notifies DVR of mediator selection**

- Hearing Coordinator alerts mediator to consumer request, forwards mediator copy of letter to consumer containing instructions to consumer
  - SLT copied on alert

### **Mediator to contact parties to mediation within two (2) business days once referral received**

- Mediator provides information regarding mediation process
- Mediator secures convenient, ADA compliant location and time for mediation that must be agreed upon by all parties
- Mediator determines whether accommodations needed
- Mediation should be scheduled (allowing at least five days notice to all involved parties) and held within two weeks upon receipt of referral

### **Mediation services take place**

- Mediation process must be completed within 30 calendar days of receipt of request for mediation services, unless an extension is agreed to by all parties
- Should an agreement be reached, mediator drafts settlement agreement and provides to all parties, including the Hearing Coordinator, within five business days
  - Agreement must be signed by both parties

### **Mediator returns all case files/records to DVR within 10 days upon case closure**