

# THE E.U.P. COMMUNITY DISPUTE RESOLUTION CENTER

The E.U.P. CDRC is a non-profit organization. *OUR MISSION* is to provide citizens with the opportunity to mediate disagreements, determine their own solutions, and resolve differences using a process that is respectful and educational.

To inquire about General Civil/Small Claims Mediations:

CONTACT US AT:

(Phone) 906-253-9840

(Fax) 888-664-6402

[cdrc@eupmediate.org](mailto:cdrc@eupmediate.org)

[director@eupmediate.org](mailto:director@eupmediate.org)

<https://www.eupmediate.org>



# MEDIATION

## What is Mediation?

Mediation is a voluntary process where a trained "facilitator" helps parties communicate and reach an agreement that both participants find acceptable. Unlike the formal court process, where one party wins and one loses, mediation helps parties reach their own mutually-satisfactory resolution. Mediation offers participants the time to really work through the process of their issues in an informal, safe and confidential setting.

## Benefits of Mediation

**The decision-making process belongs to you.** You decide how to best resolve your dispute; unlike going to court, no one judges your problem and tells you what to do.

**It works.** Thousands of cases have been successfully mediated to all parties' satisfaction. Mediation is a "win/win" rather than a "win/lose" solution. In court, someone wins and someone loses.

**It's effective.** Over 80% of mediated cases end in agreement. Mediation also reduces the likelihood that the problem will occur again.



# GENERAL CIVIL & SMALL CLAIMS MEDIATIONS

**E.U.P. Community Dispute  
Resolution Center**



# General Civil vs. Small Claims

Generally, a civil case is filed because of a disagreement between two people, businesses or organizations. The disagreement usually involves one person believing that he or she has been hurt or had rights violated or property damaged by another person. A civil case is not a criminal case.

If you are the one filing the case you are called the plaintiff, and the person or business you are suing is called the defendant. In most civil cases, the plaintiff is asking for an amount of money to be paid by the defendant. However, in some civil cases, the plaintiff may be asking the court to tell the defendant to stop some behavior or to do a specific thing. The plaintiff is responsible for paying the filing fees as well as the cost of serving the defendant.

Check with your local county court to determine which court jurisdiction your case falls under.

The defendant can agree to have the case remain in small claims or can request the case be removed to the regular civil division.

**An attorney may not represent you in the small claims division.**



## Possible topics to be mediated:

- *DISAGREEMENTS BETWEEN CONSUMERS & MERCHANTS*
- *DISPUTES BETWEEN PROFESSIONALS & CLIENTS*
- *DEBTS*
- *BREACH OF CONTRACT*
- *BREACH OF WARRANTY*
- *NUISANCE*
- *ISSUES RELATING TO PROPERTY AND REAL ESTATE*
- *NEIGHBORHOOD DISPUTES*
- *PROPERTY DAMAGE*
- *INJURY TO A PERSON*
- *PROFESSIONAL MALPRACTICE*
- *AND MORE!*

## HOW GENERAL CIVIL/SMALL CLAIMS MEDIATION CAN HELP:

Mediation is an effective and efficient way of handling civil and small claims disputes. Either party can contact us prior to court filing to start the mediation process.

General Civil/Small Claims disputes can also be mediated after the case is filed in the court and is often referred directly from the courts. We have successfully helped participants resolve all sorts of issues.

The use of mediation gives participants an opportunity to discuss their disputes and resolve the disagreements on their own rather than having to go through the entire court process.

By taking the time to sit down together with a neutral facilitator, participants can resolve their own conflicts. In doing so, the relationship with one another is often improved because they have successfully communicated with one another and heard each other's perspective.