

APPENDIX D: INITIAL LETTER TO SECOND PARTY

**(Initial letter to second party)      Name of Your Mediation Program**

**Phone:**                                      ♦ **Toll free**                                      ♦ **FAX**  
**E-mail address:**                                      **Program Administrator**  
**Hours: Monday – Friday 9:00 – 4:30**

Date:

Mr. John Q. Doe  
P.O. Box 1234  
City, State, Zip

RE: Dispute with Jane T. Public

Dear Mr. Doe,

I am writing to you in regard to the issues in dispute between you and Ms. Public regarding a deposit and repairs on a mobile home. We have received a referral from the Agency regarding this matter, which allows us to provide mediation to you at no charge. We hope you also want to see this matter settled as soon as possible.

Mediation is a process used for problem solving. The people with the problem sit down together with a mediator to talk about the situation and possible solutions. Mediators are experts in problem solving and are there to assist **all** parties throughout the process. Mediators do not give legal advice and do not tell the parties what to do; the parties themselves agree on a solution and may bring a lawyer to the session, if they choose. The mediator is there to help the parties consider their options and write up an agreement, if one is reached. Mediation is a private and confidential process.

One of the major benefits of mediation is that it allows the parties to collaboratively plan the way in which the dispute can be resolved. Ms. Public has contacted legal services, however, she would like to work out a settlement directly with you. I urge you to consider using mediation as the best method for resolving this problem.

Please contact me at PHONE NUMBER if you have any questions and to schedule a mediation session. We hope to hear from you by DATE (8 days from day this is mailed), so that a mediation session can be scheduled soon. Thank you for your time and for considering mediation.

Sincerely,

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Program Administrator

Cc: Jane T. Public