



Disputes often occur at home, in the workplace, business community or at school.

If it is a conflict, chances are it is appropriate for mediation.

A few examples of the types of disputes mediated are:

Customer/Merchant

Client/Agency

Small Claims Actions

Landlord/Tenant

Property Issues

Neighbor/Neighbor

Municipal Issues

Animal Complaints

Employer/Employee

Manufactured Home Disputes

Special Education Issues

Adult/Child

Friend or Co-Worker Problems

Custody/Visitation

Elder Dialogue

CALL TODAY

Chenango County 607-334-1984

Delaware County 607-746-8274

Otsego County 607-432-0061

**Dispute Resolution
Center of
Chenango, Delaware &
Otsego Counties**

*In Partnership with the New York
State Unified Court System*

Chenango County Office:

27 West Main Street
Norwich, New York 13815
(607) 334-1984
(607) 336-5330 Fax

Delaware & Otsego County Offices:

176 Main Street
Oneonta, New York 13820
(607) 432-0061 Or
(607) 746-8274
(607) 431-9303 Fax

**DISPUTE
RESOLUTION
SERVICES**

*Working towards
a mutual solution*

*Serving
Chenango
607-334-1984
Delaware
607-746-8274
Otsego
607-432-0061*

*In Partnership with the New
York State Unified Court System*

A Program of
CATHOLIC CHARITIES
of Delaware And Otsego Counties

Community Dispute Resolution Center

Providing an alternative way for you to resolve your disputes

Why Should You Use Dispute Resolution?

- Disputes can be resolved quickly and effectively
- Services provided at a time and location convenient to you
- No fees or charges
- Confidential and private setting
- Empowers you to identify and express your goals, needs and opinions
- Opportunity to participate in the solution process
- Written agreements can be legally binding contracts
- Proven process with an 80% successful resolution rate
- Bring closure to your problem

The Unified Court System of the State of New York contracts with the Dispute Resolution Centers in all 62 counties. Mediators and arbitrators are professionally trained volunteers.

Mediation

Mediation is a non-judicial alternative to the court system. Mediation is an informal process in which trained, neutral mediators guide people to develop mutually beneficial agreements to which they will be committed. Mediation is confidential and voluntary.

Mediators

Mediators have completed an extensive training and apprenticeship program as required by the New York State Unified Court and volunteer their services to the Center. Mediators are objective, non-judgmental and impartial. They use their professional expertise and experience to help people listen to each other and understand each other's point of view. Mediators assist parties in creating a mutually acceptable agreement.

CALL TODAY

Chenango County	607-334-1984
Delaware County	607-746-8274
Otsego County	607-432-0061

Family Court Program

- Specially trained mediators assist people to create a parenting plan that is acceptable to both parents and is in the best interest of children. The agreement may be court ordered. The process is informal, has no fees and is scheduled at a convenient time. Family Court refers parents to mediation or parents can request mediation themselves. For more information call (607) 334-1984 in Chenango County and (607) 746-8274 or (607)432-0061 in Delaware and Otsego Counties.

Other Services

Youth Programs

- School based mediation programs. PeaceMaker Program for 4th and 5th grade focusing on conflict/anger management, respect for others and responsibility for behavior.

Conciliation

- An alternate form of mediation where distance or circumstances does not allow for parties to meet.

Agricultural Mediation (NYSAMP)

- Process of resolving a variety of disputes in the agri-community. Assists producers, lenders, neighbors, businesses to resolve their conflicts and avoid costly litigation.

Arbitration

- New York State New and Used Vehicle Lemon Law Cases
- Fee Dispute Arbitration in Domestic Relations Cases