

# CREATE A WIN-WIN SOLUTION

When there are disagreements, someone wins... and someone loses. The Dispute Resolution Center of West Michigan has a different approach. We help people create their own win-win solutions to disagreements.

We provide a neutral setting with a trained mediator who helps people discuss their issues to resolve their differences.

## MISSION

We bring peaceful resolution to conflict by providing expert and affordable mediation and training services.



678 Front Ave. NW, Suite 250  
Grand Rapids, MI 49504-5368

**616.774.0121**

toll free 800.873.7658

We provide mediation services  
in Kent, Ionia, Lake, Mecosta, Montcalm,  
Newaygo, and Osceola counties.

[info@drcwm.org](mailto:info@drcwm.org)

# Peaceful Conflict Resolution



## WHO WE ARE

The Dispute Resolution Center of West Michigan is a non-profit organization that provides mediation services. Our funding comes from grants, service contracts, fees, and contributions from generous individuals in our community.

## HOW MEDIATION WORKS

When people agree to mediate, they meet with a trained person called a mediator. Mediators do not take sides or provide legal advice. They help guide the discussion, so that everyone's voice is heard and solutions can be found.

When an agreement is reached, the mediator writes up the agreement and everyone signs it. The written agreement is given to everyone involved.



## HOW WE HELP

We help people who are frustrated, hurting, or angry develop solutions to disagreements. Our highly trained volunteer mediators work with people who want to end disputes and move forward.

When you call the Dispute Resolution Center of West Michigan, we will gather information, contact the other party, and schedule a time to meet with the mediator.

## OUR SERVICES ARE

- ◆ Private
- ◆ Low cost or free
- ◆ Quick
- ◆ Convenient
- ◆ Successful

## WHAT WE DO

Our trained mediators can help you work through any kind of dispute, including:

- ◆ Contracts
- ◆ Divorce
- ◆ Parenting time
- ◆ Consumer
- ◆ Landlord-tenant
- ◆ Agricultural
- ◆ Neighborhood
- ◆ Employment and workplace
- ◆ Student conflict/bullying
- ◆ Victim-offender
- ◆ Special education
- ◆ And much more

## TRAINING

We offer basic and advanced mediation training for individuals, businesses, and organizations that want to promote peaceful conflict resolution. Go to [drcwm.org](http://drcwm.org) or contact us at **616.774.0121** to find out more.