

# NEWS RELEASE

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## Dubuque Dispute Resolution Center Open

DUBUQUE, Iowa -- The Dubuque Dispute Resolution Center (DDRC) is a community mediation program coordinated by the City of Dubuque Human Rights Department and staffed by community volunteers who have received training in basic mediation skills.

On Monday, Sept. 15, an article appeared in the Telegraph Herald with the headline “Dubuque Dispute Resolution Center Closes.” While the DDRC is facing challenges, as noted in the article, the center has not closed and this service is still available. The three volunteer mediators mentioned in the article continue to accept case referrals from human rights department staff on an as-needed basis.

The mission of the DDRC is to solve tenant and landlord, neighborhood, and race-related disputes through mediation before problems escalate and negatively impact a neighborhood. Most DDRC cases are related to everyday disputes between neighbors: arguments over dogs, parking, children, and property. The DDRC does not handle employment or private family matters. Disputes referred to the DDRC must originate in the official city limits of Dubuque and/or one of the disputants must have official residence within the city limits of Dubuque.

Additionally, mediation offered through the DDRC is distinct from mediation that is offered as part of a formal discrimination complaint filed with the Dubuque Human Rights Commission. If the issue in a particular case appears to be covered by the City's anti-discrimination ordinance, then the case will be referred to the formal complaint process.

If you are interested in becoming a volunteer mediator with the DDRC, need mediation assistance, or would like additional information, please contact the City of Dubuque Human Rights Department at 563-589-4395 or [humanrqt@cityofdubuque.org](mailto:humanrqt@cityofdubuque.org).

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