

PIA Tips for Requestors & MD Agencies

Our advice for participating in a **SUCCESSFUL MEDIATION** of a PIA dispute:

Requestors & Agencies

Both Parties

Do:

- Recognize/perceive a problem;
- Genuinely wish to resolve the problem;
- Participate in open discussion/consideration of options;
- Agree upon an approach;
- Agree upon the terms of resolution; and
- Follow through on a timely basis to fulfill your commitment.

Both Parties

Don't:

- Ignore the problem;
- Hold fast to your perspective without listening to alternatives;
- Refuse to participate in the discussion of options;
- Support an approach that only benefits you;
- Agree to the terms of resolution with no intention of following through; and
- Fail to follow through on your commitment in a timely manner.

With these guidelines in mind, requestors and agencies can simplify the mediation process and avoid long and protracted interactions. If you have issues or problems, **we are here to help**. You can ask for Ombudsman assistance by email at pia.ombuds@oag.state.md.us, or by calling 410-576-6560.

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