

WES MOORE
Governor

ARUNA MILLER
Lieutenant Governor



Maryland
OFFICE OF THE
PUBLIC ACCESS OMBUDSMAN

LISA A. KERSHNER
Public Access Ombudsman

ALISA BRALOVE-SCHERR
Deputy Public Access Ombudsman

The Ombudsman's Mediation Process: What to Expect

- This is a voluntary process. The Ombudsman is a neutral third party who acts as a facilitator, not an advocate, judge, jury, or investigator. The Ombudsman is not your attorney and cannot provide legal advice.
- The parties are expected to provide relevant documentation and information in a timely manner. They are also expected to be available for calls with the Ombudsman's Office at mutually agreed-upon times.
- It is necessary to engage in this process in good faith. This means being transparent, reasonable, and respectful to everyone involved.
- Under the Ombudsman's written [standards of conduct](#), each party must "treat the Ombudsman, her staff, and all persons involved in the process in a courteous manner that respects the role of the Ombudsman as an independent and neutral facilitator."
- Pursuant to COMAR 14.37.02.09, the Ombudsman reserves the right to terminate mediation if a party does not abide by the Ombudsman's written [standards of conduct](#); [confidentiality obligations](#); or a party uses the mediation process for purposes of delay or harassment.
- The Ombudsman's Office asks that you not use artificial intelligence (AI) in your communications with the Ombudsman or other parties concerning the mediation. If you still choose to use AI, your use should be disclosed. See the [Ombudsman's Statement on Artificial Intelligence in Mediation](#).
- The process is most successful when the parties set aside their emotions and focus on working toward a resolution rather than concentrating on what has already happened.
- At the end of the mediation, the Ombudsman will issue a Final Determination that reflects the outcome of the issue(s) addressed.