Our basic advice for participating in a successful mediation of an MPIA request can be distilled into a few simple thoughts. Here are some basic “dos” and “don’ts” for your mediation:

**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.

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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.