



PIA Tips for Requestors & MD Agencies

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.

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.