

# **Pennsylvania Office of Attorney General**

## **Bureau of Consumer Protection**

### **Mediation Unit**

Each year, the Bureau of Consumer Protection receives approximately 50,000 to 55,000 written consumer complaints. Although the Bureau of Consumer Protection is a law enforcement agency and files 60 to 75 legal actions annually, almost all of the consumer complaints are handled through a non-binding, voluntary mediation program.

In order to better serve the citizens of the Commonwealth, the services of retired seniors, graduate and undergraduate students are utilized to assist with the mediation of consumer complaints.

Volunteers work directly under the supervision of the Bureau of Consumer Protection staff. They are provided with formal training prior to engaging in the mediation process. Instruction is ongoing in order to educate the Volunteers in various substantive legal areas.

#### **Volunteer Mediator Duties**

- Review consumer's written complaint and determine which business should be notified
- Review and analyze business response to consumer complaint
- Determine further course of action; continue written communication; initiate telephone contact; meet with consumer or business
- Continue to facilitate "dialogue" between parties to reach agreement
- Recognize violations of law and patterns of fraud or wrongdoing to report to supervisors; such activity often results in legal action by the Bureau of Consumer Protection
- Enter appropriate data into the Bureau of Consumer Protection systems

Interested students should complete an Application for Employment on-line at [www.attorneygeneral.gov](http://www.attorneygeneral.gov).