



## La mediación policial en conflictos familiares y de pareja: Análisis de los acuerdos [

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Analítica

Mediation is an alternative, increasingly implemented, for the resolution of conflicts outside the judicial sphere and one of its applications in conflicts reported to the police. The present work is part of an experience of police mediation that has been carried out during the years 2012-2014. Two data collection techniques have been applied: on the one hand, in the analysis of the files, with the whole set of variables that may be applicable; And by performing questionnaires to the parties involved. The two conditions adopted as a criterion in the selection of cases that refer to family conflicts of partners and which were registered in a resolution agreement. With these data, the analysis affects, beyond the characteristics, in the satisfaction of the process and the permanence of the conflict. As conclusions, the incidence of sociodemographic variables, especially the level of studies and occupational and the high degree of satisfaction and recommendation of the service, stands out. However, there is a high rate of repetition of conflicts, especially in cases of family conflicts

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