CONFIDENTIAL

# **Feedback Request Form**

This Feedback Request will take just 10 minutes to complete

Mediate-Me is committed to providing quality service and we value your feedback and comments. On completion of each mediation, the Mediator will invite the participants to complete this Feedback Request Form. We collect this information for the purpose of improving our services and to help future users to have more information about working with your Mediator. Only Mediate-Me Staff members and the mediator or mediators will have access to this information in a way that can identify you unless you specifically consent to your comments being used as a testimonial.

You may complete the feedback request form and return it to your mediator or complete it electronically. The Feedback you provide may be relied upon by others in the future in deciding whether to appoint this Mediator, so please try to be fair and helpful as possible in providing your comments.

We ask you to try not to be influenced unduly by the outcome of your mediation but to focus on the Mediator(s) and on any particular contributions that (s)he may have made that you found to be especially important.

The Mediator’s task is a challenging one. In your responses, please try to appreciate this and to be specific and constructive as possible. It would be helpful if you could include your name and details on the last page so that you can be contacted by Mediate-Me in the unlikely event that clarification is needed.

Please be assured that your information, and any information about the mediation, will remain confidential and will not be provided to third parties without your authorisation.

# FEEDBACK

Name of Mediator(s)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Start Date of Mediation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End date of Mediation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place of Mediation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of dispute: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please check the appropriate boxes, below and add any comments you wish to make.

# Feedback Questions

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree |
| 1 I would like to use this Mediator again |  |  |  |  |  |
| Comments: |
| 2 I would recommend this mediator to others |  |  |  |  |  |
| Comments: |
| 3 This mediator is highly skilled |  |  |  |  |  |
| Comments: |
| 4 The mediation process was explained to me prior to the mediation session. |  |  |  |  |  |
| Comments:  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5 I was able to book in for mediation within a reasonable timeframe. |  |  |  |  |  |
| Comment:  |
| 6 I was satisfied with the costs of the mediation. |  |  |  |  |  |
| Comment: |
| 7 I was satisfied that the mediator was impartial and didn’t take sides |  |  |  |  |  |
| Comment: |
| 8 The mediator facilitated a balance of power between myself and the other party |  |  |  |  |  |
| Comments: |
| 9 I was satisfied with the mediation process and the results we got. |  |  |  |  |  |
| Comments: |

10. How did you identify or appoint this mediator?

* Mediate-Me Website
* Suggested by a colleague or friend
* Suggested by a law firm or other professional
* Appointed by an institution
* Suggested by the other party
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. Was this your first experience with the mediation process?

* Yes
* No

12. Did the mediator refer you to support services and/or legal advice?

* Yes
* No

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

13. If you believe that the mediators’ skills made a decisive difference in the outcome what specific skills were they?

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14. Are you willing to be mentioned as a reference for this Mediator on the Mediate-Me website or marketing material?

* Yes
* No

15. Do you have any Other Comments?

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

Thank you for completing this Feedback Request. It will help others in the future.

If you are willing to disclose your name and contact details, please do so below:

|  |  |
| --- | --- |
| Name: |  |
| Organization: |  |
| Position: |  |
| Phone: |  |
| Email: |  |

Thank You for your feedback.

Yours Sincerely

Craig Anderson

Owner Mediate-Me,

NMAS Nationally Accredited Mediator.

Bach. Elec. Eng. M. Min.Lead.