



Mediation Feedback Form

It is important that we evaluate the mediation that you have taken part in to ensure that our mediators are providing quality service to the public, to understand if mediation has helped you to resolve your dispute or understand you dispute further and gather your views on the mediation process as a whole.

ALL RESPONSES TREATED IN CONFIDENCE

Your Name:

Mediator's Name:

Date of Mediation:

Please answer the following questions by ticking the box that most accurately reflects how you feel.

- 1) Were the initial arrangements for the mediation satisfactory? Were you given some guidance about preparing for the mediation?**

Yes		briefly		Not at all		Unsure		
Further Comments:								

- 2) Did the mediator adequately explain the mediation procedure at the initial stages?**

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree
Further Comments:								

- 3) The mediation information given to me by the mediator was clear and easy to understand**

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree
Further Comments:								

4) The mediator was fair and impartial? He / she was a good listener developing good rapport with you/the client? His / her interventions were helpful?

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	
Further Comments:									

5) I felt comfortable that confidentiality was respected at all times

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	
Further Comments:									

6) The mediator....(please tick any of the boxes that you agree with, and /or provide feedback below)

Was impartial		Made me feel relaxed and comfortable		Helped us to identify and consider a number of constructive options		Listened to us carefully		Remained calm and professional	
Further Comments:									

7) Following mediation my understanding of the other person has improved

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	
Further Comments:									

8) I feel I was given enough support to express my views

Strongly Agree		Agree		Unsure		Disagree		Strongly Disagree	
Further Comments:									

9) From my point of view, the situation has improved following mediation

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Unsure	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Further Comments:									

10) I feel more able to deal with any differences that might arise in future with the same or a different party

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Unsure	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Further Comments:									

11) I would recommend the mediation service to my business associates and friends

Agree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
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12) What would have improved the mediation service / experience for you?

13) Overall, I would rate the mediation service as effective

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Unsure	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Strongly Disagree	<input type="checkbox"/>
Further Comments:									

14) Any additional comments you would like to make:

We would be grateful if you could please return this form to MTI East Africa offices Agip house 4th floor suite 417 Haile Selassie Avenue or email it to info@mtieastafrica.org . It will assist us to improve the quality of our mediators. It will be treated confidentially.