

Feedback:

Number of Mediators (if any):

Start Date of Mediation:

End Date of Mediation:

Place of Mediation:

Nature of Mediated Matter:

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

Summary Questions:

1. On a scale of 1-5 (1 = low; 5 = high), how likely are you to use this Mediator again?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Not Applicable

Comment:

2. Would you recommend this Mediator to others?

☐ Yes ☐ No ☐ Not sure

Comment: (If Yes, why? If No, why not?)

3. On a scale of 1-5 (1 = low; 5 = high), how would you rate this mediator's skill and ability?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Not Applicable

Comment:

Specific Questions

4. How did you identify or appoint this mediator?

- ☐ a. IMI web portal
- ☐ b. Suggested by a colleague, law firm or other professional
- ☐ c. Appointed by an institution
- ☐ d. Suggested by the opposing party
- ☐ e. Other _____

5. If you perceive that the Mediator's skills made a decisive difference in the outcome, which particular skills were they?

Comment:

6. How satisfied were you with the costs of the mediator?

(1 = very dissatisfied; 2 = dissatisfied; 3 = neutral; 4 = satisfied; 5 = very satisfied)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Not Applicable

Comment:

7. How do you rate your overall satisfaction with the mediation process and the result obtained by the parties?

(1 = very dissatisfied; 2 = dissatisfied; 3 = neutral; 4 = satisfied; 5 = very satisfied)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Not Applicable

Comment:

8. If a dispute resolution organization was involved in the selection appointment of the mediator, please indicate how you rate your overall satisfaction with the body's support of the dispute resolution process?

(1 = very dissatisfied; 2 = dissatisfied; 3 = neutral; 4 = satisfied; 5 = very satisfied)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Not Applicable

Comment: (please identify the organization if you think it appropriate to do so)

9. Did you resolve your issue as a result of the mediation?

☐ Yes ☐ No

If the mediation process did not result in a resolution, do you nevertheless consider that it was worthwhile?

Comment:

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

☐ Yes ☐ No

11. Are you willing to be mentioned as a reference on this Mediator's IMI Profile on the IMI web portal?

☐ Yes ☐ No

12. Any other comments?

Comment:

Your responses on this form will be treated as confidential information by the Reviewer and by the Mediator but may be referred to in an anonymous form (ie. Without any reference to the parties or any other information identifying you or your mediation) in the Mediator's Feedback Digest on the IMI web portal.

**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: