



APPENDIX C

EVALUATION OF THE “MEDIAMO ADR” MEDIATION SERVICES FEEDBACK FORM (Art. 7, paragraph 2, Legislative Decree of 4 March, 2010, n.28)

The form consists of 2 pages and is given to the parties after the conclusion of the procedure of mediation.

This questionnaire will enable the Managing Director of the mediation organisation to collect useful information to improve the efficiency of the services offered by the entity and satisfy the needs of people who resort to its assistance to a greater extent.

Please, evaluate our services on the scale from 1 (= " bad") to 5 (= "excellent").

GENERAL INFORMATION:

Surname _____ Name _____

1) Why did you resort to our assistance?

Contract clause/ Consultant’s advice (lawyer/commercial adviser/another consultant)/ Imposition by a judge/ The other party filed for mediation/ Obligatory mediation/ Other (specify)
.....

2) How did you learn about mediation services offered by Mediamo ADR?

Newspaper/ Radio/ TV/ Website/ Company literature/ advertising materials/ Professional unions (lawyers, accountants, etc.)/ Consumers’ associations/ Family member/ friend/ acquaintance who already used our services before/ Other: _____

3) Assess the following:

Availability and politeness of the personnel of the organisation: 1 2 3 4 5 Professionalism and knowledgeability of the personnel of the organisation: 1 2 3 4 5 How easy the procedures were: 1 2 3 4 5
How clear the information was: 1 2 3 4 5 How complete the information was: 1 2 3 4 5 How clear the forms were: 1 2 3 4 5
The speed of response 1 2 3 4 5 How comfortable our premises are: (space, light, etc.) 1 2 3 4 5 Confidentiality 1 2 3 4 5

4) Provide a general assessment of the services offered by “MEDIAMO ADR” mediation organisation: 1 2 3 4 5

5) Assess the mediator:

Professionalism: 1 2 3 4 5 Impartiality, independence, neutrality: 1 2 3 4 5 Confidentiality: 1 2 3 4 5

6) Is the fee you paid proportionate to the services you got? YES NO



7) Will you use the services of Mediamo ADR mediation organisation again in case you needed such services? YES NO

8) Give us advice on how to improve our services to offer a better assistance in the future:

Date _____

Signature _____

Thank you for your help.