

trustmediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

www.trustmediation.org.uk info@trustmediation.org.uk



Trust Mediation Limited
218 Strand
London
WC2R 1AT

MEDIATION FEEDBACK FORM

1. Mediation Reference
2. Date of Mediation
3. Mediator
4. Place of Mediation
5. Your name
6. You represented
7. Did the mediation lead to a settlement on the day?
8. If not, has the claim now settled?
9. Were you satisfied with the administration provided by us?
10. If not, in what way was it sub-standard?
11. Do you recommend any changes to our administration?
12. If so, please say what you recommend
13. Did the mediator arrive on time at the correct location?
14. Please answer the following questions as best you are able, providing additional information if necessary.
 - A. How well did the mediator explain the procedure for the mediation?
 - B. Did the explanation given reasonably reflect the procedure actually adopted?
 - C. Did the mediator ensure that you had signed the mediation agreement?

Registered Office 218 Strand
London WC2R 1AT
Company Number 6375267
(England and Wales)
Chairman Sir Henry Brooke

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D. How well did the mediator put you and your client at ease, so far as was reasonably possible?

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E. How well did the mediator allow you or your client an opportunity to have your say?

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F. How well did the mediator keep you informed as to progress during any private sessions?

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G. How would you describe the mediator's grasp of the papers and the details of the claim?

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H. How would you describe the mediator's skills and knowledge?

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I. Did the mediator behave in a manner that was neutral?

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J. Did the mediator ensure that any offers were delivered in a clear and understandable way?

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K. How well did the mediator conduct the mediation?

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L. Would you use mediation again to resolve a personal injury claim, where appropriate?

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15. General Comments

Please make any general comments, in particular about the mediator or the mediation process.

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Are you willing to be quoted in respect of the general comment in section 15?

Signed

Dated

Telephone number (if you would like further follow-up)
.....

Thank you for your assistance in providing feedback.

Please send this form to
info@trustmediation.org.uk
or post to
218 Strand London WC2R 1AT