



CLIENT FEEDBACK FORM: - FAMILY MEDIATION

Mediator:
Party Name:
Case Ref:
Venue:

As part of our commitment to improving the service we provide, we send our clients this feedback questionnaire. We would be grateful if you could help us by completing this form and returning it in the enclosed envelope. Please be assured that the survey is completely confidential.

Unless you specify otherwise we will not contact you regarding any of the issues raised.

Q1	Was it easy to make initial contact with us	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q2	Did we give you information that was easy to understand? Any additional comment:-	<input type="checkbox"/> Very easy to understand <input type="checkbox"/> Fairly easy to understand <input type="checkbox"/> Fairly difficult to understand <input type="checkbox"/> Very difficult to understand <input type="checkbox"/> Undecided
Q3.	Please tell us how you heard about our organisation and whether it was easy or difficult to make initial contact.	<input type="checkbox"/> Used us before <input type="checkbox"/> Recommendation <input type="checkbox"/> Email update <input type="checkbox"/> Facebook <input type="checkbox"/> Magazine advert <input type="checkbox"/> Google search <input type="checkbox"/> Events/seminars <input type="checkbox"/> Solicitor <input type="checkbox"/> Website <input type="checkbox"/> Other agency
Q4	Did you understand information given at the Assessment Meeting? Was it? Any additional comment:-	<input type="checkbox"/> Very informative <input type="checkbox"/> Fairly informative <input type="checkbox"/> Fairly uninformative <input type="checkbox"/> Very uninformative <input type="checkbox"/> Undecided
Q5	If you engaged in a Mediation Session was it clearly recorded by the Mediator what issues were important to you? Any additional comment:-	<input type="checkbox"/> Very clear <input type="checkbox"/> Fairly clear <input type="checkbox"/> Very unclear <input type="checkbox"/> Fairly unclear <input type="checkbox"/> Undecided <input type="checkbox"/> Not Applicable
Q6	How well did we explain information that was relevant to the issues being discussed in the Mediation and were options identified by the Mediator which may have resolved matters? Any additional comment:-	<input type="checkbox"/> Very well <input type="checkbox"/> Fairly well <input type="checkbox"/> Fairly poor <input type="checkbox"/> Very poor <input type="checkbox"/> Undecided

Q7	Were we able to offer you opportunities to progress your Mediation once relevant information had been identified and provided? Any additional comment:-	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
Q8	If you believe you were treated unfairly due to e.g. your ethnic background, race, colour, age, disability, mental status, sex, religion or any other reason please tell us briefly what happened.	
Q9	Was the documentation you received easy to understand and did the Memorandum of Understanding set out clearly the issues involved in your Mediation and the proposals to resolve the dispute? Any additional comments:-	<input type="checkbox"/> Yes very clear <input type="checkbox"/> Yes mostly <input type="checkbox"/> Not really
Q10	Was the Mediation experience better, worse or the same as you had anticipated? Any additional comments:-	<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse
Q11	Would you recommend Midlands Dove Mediation to others if they needed Mediation Services? If yes, why would you recommend us	<input type="checkbox"/> Yes <input type="checkbox"/> No
Any General Comments:-		

I consent to the feedback information contained within this form being used in an anonymised manner for marketing purposes, including on social media.

Signed

Dated.....

Printed

Thank you for taking the time to complete this questionnaire