

Mediation Service Evaluation Form

Thank you for using the [] mediation service. We are always working to improve the service we provide. To help us to do this, we would like to know more about your experience of using our mediation service.

It would be helpful if you could take a few minutes to complete the questions below and tell us about your experience of the service we provide. The information you give is treated in confidence and will not be linked to your details.

Please complete and return this form to [].

Your name	
Mediator name	
Date of mediation	

Please rate the following on a scale of strongly agree to strongly disagree. Please provide any additional comments you would like to add, where indicated in the space below each question.

1. The information given to me by the mediator was clear and easy to understand.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

2. I feel that my needs were met by the mediator.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

3. I feel that I was treated with respect by the mediator.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

4. I feel that the views of the person for whom the FGC was held were clearly presented.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

5. The mediator was able to answer my questions.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

6. I feel that I was listened to in mediation.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

7. I feel I was given enough support to express my views in mediation.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

8. The mediator checked that I was in agreement with the mediation agreement.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

9. I found mediation useful.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

10. The mediator treated everyone equally.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

11. The venue used for mediation met my needs.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

12. Overall, I found mediation to be a positive experience.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Comments:

Please use the space below to add anything else about your experience of mediation.

Thank you for taking the time to complete this evaluation.