

Nationwide Academy of Dispute Resolution UK Ltd

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MEDIATION EVALUATION FORM FCSM10

CLAIMANT'S NAME:

v

DEFENDANT'S NAME :

NADR No

Thank you for using NADR's services to settle your dispute. NADR is committed to providing the highest quality of Dispute Resolution Process and continually re-evaluates and reassesses its services in the light of comments and feedback from users of its services. In order to assist NADR in doing this it would be appreciated if you would take the time to complete and return this evaluation form, filling in as many sections as you feel able and willing to complete. The contents of this evaluation will be used exclusively by NADR and will not be disclosed to anyone or used for any other purpose.

To what extent you agree with the following ?

Disagree

Agree

		Strongly	A little	Neutral	A Little	Strongly
1	The Mediation Manual is clearly written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	The Manual contains sufficient information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The Manual is user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The Mediation forms are clearly written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The Mediation forms are self explanatory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	The Mediation forms are user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Administration was efficiently carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	NADR staff were approachable & responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Facilities at NADR were of a high standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Good quality libations were readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Access / parking facilities were adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	The Mediator managed the Mediation well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	The Mediator acted professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	I am satisfied with my experience of mediation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	I will continue to use NADR's services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	I will submit future disputes (if any) to mediation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	I commend and recommend NADR's services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What figure did you settle for and at the time of the settlement and what was your anticipated settlement range ?

Lower Limit

Actual Settlement Figure

Upper Limit

Assessment completed by

Claimant

Respondent