

Form M11: Evaluation Form for Litigants

[Practice Direction 13.2]

EVALUATION FORM FOR LITIGANTS

Please fill out this form after the mediation session and return it to the Mediation Coordinator. All responses to this questionnaire are strictly confidential.

Name of the Mediator _____

Date of the Mediation: _____

Are you the: Claimant Defendant Other

Did you have a Legal Practitioner represent you in this case? yes no

If NOT, did you have any difficulty representing yourself? yes no

Did you reach an Agreement and settle your case? yes no

If YES,

(a) Are you satisfied with the terms of the Settlement Agreement? yes no

(b) In your opinion will this settle the dispute? yes no

(c) Do you believe the other party will live up to the terms of the Settlement Agreement? yes no

If NO,

Do you think that the Mediator did everything he/she could to bring about a Settlement Agreement? yes no

Did you find the mediation fee reasonable? yes no

Were you satisfied with the mediation facilities and surroundings? yes no

If NO, please identify any areas of dissatisfaction:

Please circle the number, which best reflects how you feel about each of the following statements.

	1-disagree	2-not sure	3-agree
1. The Mediator explained the mediation process clearly so that I knew what to expect during the mediation session.	1	2	3
2. The Mediator allowed me / my Legal Practitioner to fully present my case.	1	2	3
3. The Mediator carefully listened to my side of the case.	1	2	3
4. The Mediator asked appropriate questions to determine the facts in the case.	1	2	3
5. The Mediator helped me/my Legal Practitioner to generate options for settling the dispute.	1	2	3
6. The Mediator treated all parties equally.	1	2	3
7. Overall, I was satisfied with the mediation session itself.	1	2	3
8. Overall, I was satisfied with the way the Mediator handled the session.	1	2	3
9. If I become a litigant in the future I would try mediation again.	1	2	3

Please provide any comments you wish to make regarding the Mediator or the mediation process on this form.

Thank you.