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<b>Title</b>	<b>Client Satisfaction Survey</b>
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<b>Approved by</b>	<b>Andrew Buckingham</b>
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<b>Contact Officer</b>	<b>Stuart Hanson</b>
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## CLIENT SATISFACTION SURVEY

Thank you for asking Direct Mediation Services to provide you with mediation services.

We are committed to securing impartial feedback from clients and their advisers in order to maintain the highest possible standards in the field of mediation. Your feedback will be analysed and used anonymously to improve our service, assess the performance of our mediators and identify any training needs.

**1. Your name:**

**2. Mediation dates:**

**3. Mediation reference number (if known):**

**4. Mediator(s) name(s):**

**5. Please provide a score for each question to indicate your level of satisfaction with the mediator.**

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A
Level of preparation and grasp of issues.						
Pre-mediation contact.						
Level of expertise.						
Sensitivity to personalities and relations.						
Sensitivity to family & personal issues.						
Post-mediation follow up (if applicable).						
Overall performance.						

**6. Would you use the same mediator again? Yes / No**

**7. What did you/your client like about the way the mediator worked with you during the sessions?**

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8. Do you have any suggestions for how the mediator might have been more helpful?

9. Why did you choose this mediator?

- Available on the day we needed.
- They were suggested by the other party
- We have used this mediator before
- The mediator's employment history
- Their expertise in a specific sector
- Other (please specify)

10. Why did you decide to use Direct Mediation Services? (tick all that apply)

- Direct Mediation Services' reputation
- I have used Direct Mediation Services before
- The other side asked to use Direct Mediation Services
- I was referred by a colleague

11. Overall, how satisfied or dissatisfied were you with service provided by Direct Mediation Services?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

What did you like/dislike?

12. May we use your comments anonymously? Yes / No

13. Do you have any further comments you wish to make?

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