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# MEDIATION SURVEY FORM

This survey is an important part of the evaluation process of our mediation services. Your feedback is greatly appreciated. You are encouraged to be candid, particularly in offering suggestions for the improvement of our services. All responses will be treated confidentially. Thank you for your time and effort.

**GMRS File Number:** \_\_\_\_\_

**Mediator's Name:** \_\_\_\_\_

## Information About You:

1. What is your relationship to this mediation? (Please check one)

\_\_\_\_\_ Initiating Party / Plaintiff      \_\_\_\_\_ Responding Party / Defendant  
\_\_\_\_\_ Attorney for Plaintiff      \_\_\_\_\_ Attorney for Defendant  
\_\_\_\_\_ Other, please specify: \_\_\_\_\_

2. Which category best describes your status as a party, or the party you represent?

\_\_\_\_\_ Individual      \_\_\_\_\_ Government Agency  
\_\_\_\_\_ Business      \_\_\_\_\_ Non-profit Organization

3. If you are currently involved in litigation concerning this matter, are you represented by an attorney?

Yes \_\_\_\_\_ No \_\_\_\_\_

## Information About Your Mediation:

4. How did you hear about GMRS?

\_\_\_\_\_ Advertising  
\_\_\_\_\_ Word of Mouth  
\_\_\_\_\_ Search on the Internet  
\_\_\_\_\_ Referral, please specify: \_\_\_\_\_

5. What type of matter did you submit to GMRS for mediation? (Please check all that apply)

\_\_\_\_\_ Consumer      \_\_\_\_\_ Business  
\_\_\_\_\_ Contract      \_\_\_\_\_ Manufacturing  
\_\_\_\_\_ Landlord-Tenant      \_\_\_\_\_ Environmental  
\_\_\_\_\_ Family Law      \_\_\_\_\_ Separation / Divorce  
\_\_\_\_\_ Custody / Visitation      \_\_\_\_\_ Child Support  
\_\_\_\_\_ Intellectual Property      \_\_\_\_\_ Real Property  
\_\_\_\_\_ Labor / Employment      \_\_\_\_\_ Construction

Automobile Accident       Personal Injury  
 Partnership / Corporate       Land Use  
 Professional Negligence       Probate  
 Neighborhood       Other, please specify: \_\_\_\_\_

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6. Did you reach an agreement? Yes \_\_\_\_\_ No \_\_\_\_\_

7. Were the mediation process and rules fully explained to you?

Yes \_\_\_\_\_ No \_\_\_\_\_

8. Did the mediator allow you / your attorney to fully present your case?

Yes \_\_\_\_\_ No \_\_\_\_\_

9. Do you feel the mediator treated both sides equally? (Please check one)

All of the Time  
 Some of the Time  
 Not at All

10. Did the mediator pressure you to agree to anything?

Yes \_\_\_\_\_ No \_\_\_\_\_

11. Did you feel as though you could trust the mediator?

Yes \_\_\_\_\_ No \_\_\_\_\_

12. How satisfied are you with the outcome of your mediation?

Very Satisfied  
 Satisfied  
 Neither Satisfied nor Dissatisfied  
 Dissatisfied  
 Very Dissatisfied

13. Was the timing of the mediation appropriate for your dispute?

Yes \_\_\_\_\_, the mediation occurred at an appropriate point in the dispute.

No \_\_\_\_\_, it would have been more appropriate if the mediation had occurred at another point in time, e.g., earlier or later, as follows (Please explain):

\_\_\_\_\_  
\_\_\_\_\_

14. In your view, how did the mediation affect the timeliness of the resolution of your

dispute, as compared to traditional court processes? (Please check one)

- Significantly accelerated the resolution of the dispute
- Somewhat speeded the resolution of the dispute
- Did not affect how promptly the dispute was resolved
- Delayed the resolution of the dispute
- Not yet known, the dispute has not yet been resolved

**Information About the Mediation Process:**

15. Have you used mediation to resolve a dispute before?

Yes \_\_\_\_\_ No \_\_\_\_\_

16. How helpful do you think mediation was to you in this case?

- Very Helpful
- Helpful
- Neither Helpful nor Unhelpful
- Not Helpful
- Very Unhelpful

17. Would you use mediation services again?

Yes \_\_\_\_\_ No \_\_\_\_\_

18. Would you use mediation services rather than going to court?

Yes \_\_\_\_\_ No \_\_\_\_\_

19. How satisfied are you with the process of mediation?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Not Satisfied
- Very Dissatisfied

20. Do you feel that the mediation process provided you with adequate opportunity to express yourself?

Yes \_\_\_\_\_ No \_\_\_\_\_

21. What suggestions do you have for improving our mediation services?

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**Please Return To:**

**Georgia Mediation & Resolution Services**

P.O. Box 1438  
Loganville, GA 30052

**Fax:** (678) 344-3177

**Email:** [mediator@georgiamediator.net](mailto:mediator@georgiamediator.net)