Dispute Resolution Branch

OFFICE USE ONLY
FILE NO:

Feedback – Mediation

The Dispute Resolution Branch (DRB) is committed to providing quality service, and therefore values your feedback and comments. We are collecting this information only for the purpose of assisting us to improve our services. Only authorised persons will have access to this information.

Please tick the response that most reflects your experience with DRB.

		Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
1.	I was fully informed about the mediation process prior to the session being conducted	☐	☐	☐	☐	☐
2.	I was actively consulted to negotiate a mediation time and place that suited my needs	☐	☐	☐	☐	☐
3.	DRB responded to my enquiries within reasonable timeframes	☐	☐	☐	☐	☐
4.	DRB staff were helpful and courteous to me	☐	☐	☐	☐	☐
5.	The mediators remained impartial and did not take sides throughout the mediation process	☐	☐	☐	☐	☐
6.	The mediators facilitated a balance of power between myself and the other party	☐	☐	☐	☐	☐
7.	I was treated fairly by the mediators and was provided equal opportunities throughout the mediation process	☐	☐	☐	☐	☐
8.	I would recommend the DRB mediation service to others	☐	☐	☐	☐	☐

Comments:

On occasion, media outlets request interviews with DRB clients. Due to privacy legislation, your consent to contact you for this purpose is required.

Do you consent to speaking publicly about the mediation process should you be requested to?

☐ Yes ☐ No

Please note that, unless you wish to, it is only necessary to provide your name and contact details if you consent to speaking publicly about the mediation process.

Your Name	
Contact Phone	
Contact Email	