



## RESOLUTION HOUSE ®

### Mediation Evaluation

Every dispute is a unique event or series of events, involving different combinations of issues, individuals and related circumstances, including the law. Mediation is a service, which, within reason, is responsive and adaptable to many types of disputes.

My overriding objective is to provide the best possible mediation service, delivered in a flexible, user-friendly manner that effectively addresses the issues between the parties and how they wish to deal with them. To maintain a high level of service, I am dedicated to continuing ADR education and apply a reflective approach to my third-party practice, which has included over 1,500 appointments as a mediator.

An important component of learning and attempting to improve mediation and related services is to obtain **feedback from users**, primarily through this evaluation tool. Both counsel/representatives and parties, anonymously if desired, are invited to print and fill in this form and return it to **Resolution House Inc., 71 Rideau Terrace, Ottawa, ON K1M 2A2** by post or **(613) 746-6637** by fax. Additional comments are welcome: e-mail: **iszlzak@resolutionhouse.com**; telephone **(613) 746-9679**. Please feel free to copy this form so that others in attendance may forward their comments. For more information about Resolution House Inc., visit **www.resolutionhouse.com**.

Individual replies, even if identifiable, are kept confidential. I use the evaluations to analyze trends, obtain suggestions on how to improve and check my own impressions of "how things went". In a synthesized or statistical form only, the replies may be referred to in Resolution House communications with clients.

Thank you.

Ian Szlajak

#### Pre/Post Mediation

1. Did you avail yourself of the mediation preparatory pages on the Resolution House website, [www.resolutionhouse.com](http://www.resolutionhouse.com)? Yes  No

If yes, was the information provided helpful to you? \_\_\_\_\_

\_\_\_\_\_

Would you like to see more preparatory information on the website? Yes  No

If yes, please indicate what you think would be helpful. \_\_\_\_\_

\_\_\_\_\_

2. Did you have any difficulty getting prompt telephone or e-mail replies from Resolution House? Yes  No

3. If the mediation you attended was a **private mediation**, did you find the **Resolution House Mediation Agreement** clear and comprehensive? Yes  No

Comments: \_\_\_\_\_

\_\_\_\_\_

**Mediation Process**

4. Did you have any concerns about the mediator's opening comments or anything he said or did during the mediation?      Yes  No

Comments: \_\_\_\_\_  
\_\_\_\_\_

5. Did you feel that the mediator maintained neutrality and treated the parties equally throughout the process?      Yes  No

If no, please explain: \_\_\_\_\_  
\_\_\_\_\_

6. If you felt discomfort at the mediation, was there anything that the mediator could have done to alleviate that discomfort?      Yes  No

If yes, what? \_\_\_\_\_  
\_\_\_\_\_

7. Was there anything about the manner in which the mediator conducted the mediation that you thought worked particularly well or that you liked?      Yes  No

If yes, what? \_\_\_\_\_  
\_\_\_\_\_

8. Was there anything that you thought the mediator could have done, perhaps which you have experienced at another mediation, which you think would have been helpful at this mediation?      Yes  No

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

9. How would you rate the services you received from Resolution House?

Excellent   5      4      3      2      1      Low (circle one)

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Post-mediation reflection can generate some interesting insights into the dispute and oneself. For example, do you now think that you would prepare differently or employ a different negotiation strategy, knowing what you know post-mediation? Did the process produce any unexpected advantages over alternative ways of finding a resolution? Can the mediation process, particularly mandatory mediation, be improved upon? How?

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_