

MCLA CLIENT SATISFACTION SURVEY

Thank you for choosing the **Mediation Center of Los Angeles'** independent panel Mediator to mediate your civil litigation dispute. We hope that your Mediator and the mediation process met your expectation. To maintain and improve the quality of our services, we request that you take a moment to answer a few brief questions about your experience. Your responses are confidential and will be aggregated with other responses under the program to help us evaluate our mediators and our overall program. Be sure to answer the question marked with an asterisk *. Upon completion, please send to info@mediationLA.org

Case Name: _____ ; Case No. _____

What was your involvement with this mediation?

Plaintiff Attorney Plaintiff Defendant Defendant Attorney Other _____

What type of case was this? Real Estate Personal Injury Commercial Employment Other

If other, describe the nature of the case: _____

*Name of Mediator: _____

*Was the case settled through mediation? Yes or No

*Was the dispute resolved after mediation but before trial? Yes No

*How many days of trial were anticipated or scheduled for this case if not settled? _____

*Did the resolution of the dispute save any court **appearances** or **trial dates**? Yes No Please specify: _____

*Were the services of the mediator helpful to resolve the dispute? Yes or No

Please explain: _____

*Do you think the mediator was knowledgeable about subject matter and issues presented and was helpful in getting the dispute resolved? Yes No

Please explain: _____

If applicable, do you think the online mediation process was useful, efficient and saved time? Yes No

Please explain: _____

Were you satisfied with the services of the Mediation Center of Los Angeles? Yes No

*Were the administrative fees reasonable? Yes No | *Were mediator's fees reasonable? Yes No

Please explain how service can be improved: _____

Name: _____

Address: _____

Phone: _____ Email: _____

Would you like to be contacted about your experience? Yes or No

Please return this completed form by email to info@mediationla.org or mail to: Mediation Center of Los Angeles, 20750 Ventura Blvd, #140, Woodland Hills, CA 91364 Attn: MCLA Mediation Administrator.

Thank you. Myer J. Sankary, Esq. Program Director
