

FOM_____ (please add FOM number)

CLIENT SATISFACTION

FEEDBACK FORM



1. Contacting the service

Where 1 is excellent and 5 is very poor

How easy was it to contact the service?	1	2	3	4	5	N/A
How well did the staff deal with your enquiry?	1	2	3	4	5	N/A
How approachable and friendly did you find the service?	1	2	3	4	5	N/A
How well did the mediators deal with your issues?	1	2	3	4	5	N/A
How did you find the feedback during the process?	1	2	3	4	5	N/A
How well were you kept informed?	1	2	3	4	5	N/A

2. Your outcome

Where 1 is very satisfied and 5 is not satisfied at all

How satisfied were you with the information provided during the process?	1	2	3	4	5	N/A
How well was the information explained?	1	2	3	4	5	N/A
How satisfied were you that matters were dealt with in a competent and timely manner?	1	2	3	4	5	N/A
How satisfied were you with the convenience of appointments you were offered?	1	2	3	4	5	N/A
How satisfied were you with the outcome you achieved?	1	2	3	4	5	N/A
How satisfied were you with the opportunities you had to present your point of view?	1	2	3	4	5	N/A

Fountain Mediation, Fountain Chambers, Cleveland Business Centre, 1 Watson St,
Middlesbrough, TS1 2RQ

Tel: 01642 260455

www.fountainmediation.co.uk

Fountain Mediation Limited is a company registered in England under company
number 810544.

Version 2 Nov. 2014



3. The Venue

Please specify the location at which your sessions were held:

.....

Where 1 is excellent and 5 is very poor

How easy was it to find the venue?	1	2	3	4	5	N/A
How were the waiting facilities at the venue?	1	2	3	4	5	N/A
What did you think of the room within which the mediation took place?	1	2	3	4	5	N/A

4. Other comments

Are there any other comments which you would like to make about Fountain Mediation?

.....
.....
.....
.....
.....
.....
.....

Thank you for taking the time to complete this form.

Fountain Mediation, Fountain Chambers, Cleveland Business Centre, 1 Watson St,
Middlesbrough, TS1 2RQ

Tel: 01642 260455

www.fountainmediation.co.uk

Fountain Mediation Limited is a company registered in England under company
number 810544.

Version 2 Nov.2014