

Vermont Family Court Mediation Program

109 State Street Montpelier, VT 05609

(December 2004 version)

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CLIENT SATISFACTION QUESTIONNAIRE

As contract mediators for the Vermont Family Court Mediation Program, we want to be sure that the process we offer is the most helpful it can be. We ask that each participant take a few minutes to fill out this confidential form.

Thank you for taking the time to respond.

1. What type of case is this?

New Divorce/Separation:____ New Parentage:____ Civil Union:____

Post Judgment Divorce: ____ Post Judgment Parentage: ____

2. Why did you choose mediation?

3. Did you reach:

Full agreement____ Partial agreement____ No agreements____

4. Will you be returning to court to litigate issues? YES____ NO____

5. There are times when parties cannot reach an agreement, but still think that mediation was a worthwhile experience. Was there something about the process that you found helpful?

6. If you reached agreements in mediation do you feel they are generally fair?

YES____ NO____

7a. Did you consult with an attorney at any time regarding the issues currently in dispute? YES____ NO____

7b. If you did not consult with an attorney, why not?

8a. Were you satisfied with the mediation process?

Yes ____ NO____ SOMEWHAT____

8b. Would you recommend mediation to others? YES____ NO____

9. Did you feel safe in mediation? YES___ NO___

10. Do you feel you were able to express your opinions in mediation?

YES___ NO___ SOMEWHAT___

11. Were you satisfied with your mediator(s)? YES___ NO___

12. Do you feel the mediator was (please answer each question):

Neutral YES___ NO___ SOMEWHAT___

Professional YES___ NO___ SOMEWHAT___

Knowledgeable YES___ NO___ SOMEWHAT___

Competent YES___ NO___ SOMEWHAT___

13. What comments do you have regarding your mediator(s)?

14. If you have minor children, do you think they will be better off because you participated in mediation?

YES___ NO___ SOMEWHAT___

15. If you think your children will benefit because you tried mediation, could you explain how they will be better off?

16. Did you receive a subsidy? YES___ NO___

17. Would you voluntarily use mediation again? YES___ NO___

Please feel free to add any other comments regarding your experience with mediation.

Thank you very much for your responses. The information will be helpful in serving other families participating in mediation through the Vermont Family Court Mediation Program.

If you have a particular concern about your mediator, you may call: 802-828-6551.

Please return form to: **Vermont Family Court Mediation Program**
Office of the Court Administrator
109 State Street
Montpelier, VT 05609