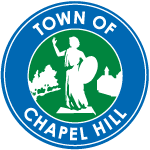
F

**Form 5-4 F**

**Mediation Exit Survey**



# **This survey will be sent electronically to mediation participants to the email provided on the dispute resolution request once mediation is completed.** If you prefer, you may use this form to share your confidential feedback. Thank you.

|  |  |  |
| --- | --- | --- |
| Date |  | |
|  |  | |
|  |  | |
| Mediator/Agency | |  | |

Please select one rating that best describes your response to each question below.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SA** = Strongly Agree | **A** = Agree | **N** = Neutral | **D** = Disagree | | **SD** = Strongly Disagree | | | |
|  |  |  |  | |  | | | |
| 1. HRD helped answer my questions and kept me informed. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 2. I had sufficient time to tell my side of the story. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 3. I was satisfied with the manner in which the mediator(s) conducted the mediation session. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 4. The mediator(s) treated me with respect. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 5. The mediator(s) explained the process to me to my satisfaction. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 6. The mediator(s) were fair and impartial. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 7. Mediation resolved this dispute to my satisfaction. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 8. If mediation did not resolve your dispute, were you satisfied with the process? | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 9. Mediation provided a positive opportunity to discuss this dispute. | | | | **SA** | | **A** | **N** | **D** | | **SD** |
| 10. I felt positive about the overall mediation process. | | | | **SA** | | **A** | **N** | **D** | | **SD** |

**Comments:**

11. (OPTIONAL) I am willing to have a confidential discussion about my mediation experience with a member of HRD. Here is my name and contact information.

All responses are confidential and will be used to improve the Town’s dispute resolution processes.

Return to [HR@townofchapelhill.org](mailto:HR@townofchapelhill.org), give to any member of the HRD team, or mail to Human Resource Development, Town of Chapel Hill, 405 Martin Luther King Jr. Blvd, Chapel Hill, NC 27514.