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**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, 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.