

Customer satisfaction survey

1. What was your most important reason for choosing Taktak Mediation & Legal Consultancy?

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2. Were you properly informed about the mediation process at the beginning of the mediation?

- yes
- no

3. How high was your expectation that your issue/ conflict would be resolved through mediation?

(5 is highest score, 1 is lowest score)

5	4	3	2	1

4. What is your opinion on the quality of the mediator with regard to:

(5 is highest score, 1 is lowest score)

	5	4	3	2	1
Impartiality					
Independence					
Integrity					
Expertise					
Diligence					
Carefulness					
Transparent working method					

5. Did you feel free to discuss your ideas/ feelings/wishes during the mediation?

- yes
- no
- neutral

6. What did you think of the overall duration of the mediation process?

- good
- too long
- too short

7. Are you satisfied with the outcome of the mediation?

(5 is highest score, 1 is lowest score)

5	4	3	2	1

8. What do you think about the cost of the mediation?

9. Would you consider mediation again in the event of a similar problem?

- yes
- no
- perhaps

10. Do you have any comments or suggestions?