



# DIAZ MEDIATION & ARBITRATION CENTER

Alamo Towers West (SACU Building) 901 NE Loop 410, Suite 900  
San Antonio, TX 78209 Phone: 210-226-4500 Fax: 210-226-4502  
Email: judge@diazmediation.com Web: www.DiazMediation.com

Date of Mediation: \_\_\_\_\_

Principal Parties: \_\_\_\_\_

v. \_\_\_\_\_

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## MEDIATION FEEDBACK FORM

At the Diaz Mediation & Arbitration Center we are committed to giving you the best possible mediation experience, so please help us improve the mediation process by completing this short survey. Please answer the questions or rank each item as: (1) = Areas to Improve; (3) = Acceptable, or (5) = Superior.

1. Was your lawsuit/claim settled?  YES or  NO

2. If "No", would you like Judge Diaz to make a follow-up call or schedule another session?  
 YES or  NO

When is a convenient time/date: \_\_\_\_\_

3. Scheduling: How easy was it to schedule the mediation?

4. How was the parking? (e.g., accessible, easy to find, etc.)

5. How courteous and/or helpful was our staff?

6. How was the facility? (e.g., comfortable, accommodating, etc.)

7. How was your overall mediation experience?

8. How would you rate the effectiveness of the mediator?

9. Suggestions: What could we do to make your mediation experience better?

10. Would you recommend the Diaz Mediation & Arbitration Center to others?  YES  NO

11. May we publish your comments on our website?  YES  NO

12. May we identify you with your comments?  YES  NO, please keep my comments confidential.

13. If your response is "YES" to question #12 above, may we have the following information? :

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_

	Needs				
	Improvement	Acceptable	Acceptable	Superior	Superior
	1	2	3	4	5
3. Scheduling: How easy was it to schedule the mediation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How was the parking? (e.g., accessible, easy to find, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How courteous and/or helpful was our staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How was the facility? (e.g., comfortable, accommodating, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How was your overall mediation experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How would you rate the effectiveness of the mediator?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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**Signature:** \_\_\_\_\_ **Email:** \_\_\_\_\_

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