



# Mediation Feedback

Your opinion matters

**Case No.:**

**Mediation Date:**

What type of dispute was mediated? (please ✓)

How the mediation is conducted: (please ✓)

Please state your role during the mediation session: (please ✓)

Personal Injury

**Physical**

**Online**

Party to the disputes

Other  
*please specify below*

Probate

Lawyers representing the participants

Employment

**RATING**  
(please ✓)

**Very Poor**

**Poor**

**Neutral**

**Good**

**Excellent**

Insurance

What is your overall thoughts on the mediation process?

Construction

Other  
*please specify below:*

Our services in Registering and Getting dates

**Section 1: From the mediation session:** (please ✓)

	Yes	No	Uncertain
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1. Was an agreement reached?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you satisfied with the outcome of the mediation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Was the mediator neutral and impartial?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did the mediator allows you to speak fully?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Did mediation save your time and money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you believe mediation was better than going to court?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Would you recommend this mediator to friends and family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 2: What do you like about the mediation process?** (please ✓)

	Yes	No	Not sure
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Bargaining and Negotiating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to speak up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quick Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please Scan QR Code for Digital Mediation Feedback NAFA/2023



**What could be improved?**

(you may add additional papers if needed)

How long until a date for mediation is given after registration? (day or month)

Please return this form at our nearest office or email to us at [mtklmediasi@kehakiman.gov.my](mailto:mtklmediasi@kehakiman.gov.my)  
 For any enquiries please call