



Mediation Feedback

Your opinion matters

What type of dispute was mediated? (please ✓)

☐ Personal Injury

☐ Probate

☐ Employment

☐ Insurance

☐ Construction

☐ Other
please specify below :

How the mediation is conducted : (please ✓)

☐ Physical ☐ Online

RATING
(please ✓)

What is your overall thoughts on the mediation process?

Our services in Registering and Getting dates

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

☐ Party to the disputes

☐ Other
please specify below

☐ Lawyers representing the participants


Very Poor


Poor


Neutral


Good


Excellent

Section 1: From the mediation session:

(please ✓)

Yes

No

Uncertain

1. Was an agreement reached?

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

3. Was the mediator neutral and impartial?

4. Did the mediator allows you to speak fully?

5. Did mediation save your time and money?

6. Do you believe mediation was better than going to court?

7. Would you recommend this mediator to friends and family?

Section 2: What do you like about the mediation process?

(please ✓)

Yes

No

Not sure

Bargaining and Negotiating

Environment

I am able to speak up

Quick Process

Please Scan QR Code for Digital Mediation Feedback

NAPA/2023



<https://tinyurl.com/mediationfeedbackcam>

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
For any enquiries please call 03-62072094



Mediation Division

Office of the Chief Registrar, Federal Court of Malaysia