

Evaluation of dispute resolution panel

This form seeks feedback from the parties and legal advisers on the Adviser and the dispute resolution panel process ('DRP'). It aims to check satisfaction with communication, efficiency and costs

Send To:

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Evaluation of dispute resolution panel

A. Resolution Adviser

The Adviser was responsible for facilitating the Stage 2 process.

How well did the Adviser:		Excellent		Acceptable		Poor
1.	Understand your needs?	5	4	3	2	1
2.	Identify the issues in dispute?	5	4	3	2	1
3.	Communicate with you?	5	4	3	2	1
4.	Meet deadlines?	5	4	3	2	1
5.	Provide value for money?	5	4	3	2	1
6.	Handle the process well?	5	4	3	2	1
How easily were you able to:						
7.	Access information on the process?	5	4	3	2	1
8.	Understand the process?	5	4	3	2	1
9.	Is there anything that worked particularly well / could be improved for the future?					

(Please continue on a separate sheet of paper if necessary)

B. DRP Process

How would you rate:	Excellent	4	Acceptable	2	Poor
1. Ease of initiating the DRP process?	5	4	3	2	1
2. The choice of DRP members?	5	4	3	2	1
3. Impartiality of the DRP process?	5	4	3	2	1
4. Time efficiency of the DRP process?	5	4	3	2	1
5. Cost efficiency of the DRP process?	5	4	3	2	1
6. The DRP process overall?	5	4	3	2	1
7. How satisfied were you with the outcome?	5	4	3	2	1
8. Is there anything that worked particularly well?					

_____ (Please continue on a separate sheet of paper if necessary)

9. What, if anything, could be improved for the future

_____ (Please continue on a separate sheet of paper if necessary)

10. If appropriate, we would appreciate a short testimonial that we can use on the website for information purposes.

_____ (Please continue on a separate sheet of paper if necessary)

In case of testimonial please provide:

Name: _____

Organisation: _____

Position: _____

I am authorised to provide a testimonial

C. Document Control Details

Please direct comments and questions to the Adviser, Shirli Kirschner, by email:

shirli@resolveadvisors.com.au

History of Amendments:

- Designed July 2010
- Reviewed and amended October 2013