

SATISFACTION SURVEY CONCILIATION – PARTIES

Room Date					
Conciliator A					
Conciliator B					
Dear Citizen, The satisfaction survey aims at evaluating the quality of services rendered. Kno our work is very important to us. The results will help us improve our services guarantee that we will keep participants' identity confidential and that the sented as a whole. Please answer the questions below:	to better as	sist you will be	ı. We pre-		
In this action you are:					
The plaintiff (the party that filed the case) The defendant (the party	v that was su	ed in tł	nis case)		
About the conciliation	,		,		
	Yes	No	In part		
Do you believe that the attempt to reach an agreement was valid?					
In your opinion, was the result of the conciliation valid?					
Did you feel pressured to close an agreement?					
Did the conciliation finish with an agreement?					
If there was no agreement, what led to the deadlock in your view?					
Satisfaction with the conciliation and its results					
Did you feel assisted by the conciliator to better negotiate with the other party?	Yes	No	In part		
Did you feel you participated in building the solution?					
Did you feel better understood by the other party?					
Did you feel you understand the other party better?					
If necessary, justify your answers:					
Your expectations about the conciliation session were:					
Surpassed Met Partially met	Not me	et			
Check your general level of satisfaction with the conciliation session:					
Very satisfied Satisfied Dissatisfied	Very dissatisfied				

According the scale below, evaluate the following aspects:

5 Excellent	4 Good	3 Average	2 Poor	1 Very p	oor		N/A Non-applicable			
Performance of c	onciliators									
Personal presenta	ation (appearance	and adequate dre	ssing)		5	4	3	2	1	N/A
Presentation of th	ne general rules o	f conciliation			5	4	3	2	1	N/A
Impartiality and r	neutrality (not jud	ging any of the par	ties, not taking si	des)	5	4	3	2	1	N/A
Attention, care ar	nd thoughtfulness	in assisting everyo	ne well		5	4	3	2	1	N/A
Explanation of the	e subsequent pro	ceedings in case no	agreement is rea	ached	5	4	3	2	1	N/A
Clarification of occ	asional doubts in re	elation to the agreen	nent		5	4	3	2	1	N/A
Encouragement t	o seek solutions t	owards a consensu	S		5	4	3	2	1	N/A
General evaluation	on of the conciliat	ors			5	4	3	2	1	N/A
Lawyers Assistance of your	r lawyer in unders	tanding the case an	d in building an a	greement	5	4	3	2	1	N/A
General aspects										
Ease of finding th	e conciliation ven	ue			5	4	3	2	1	N/A
Assistance given	by the court's staf	f at arrival			5	4	3	2	1	N/A
Waiting time for t	the conciliation se	ession			5	4	3	2	1	N/A
Quality of the fac	ilities where conc	iliation was conduc	cted		5	4	3	2	1	N/A
Overview of the Ju	idicial Power									
Did your image of t	he Judicial Power	improved after co	nciliation?			Yes]	No	In [part
Vas it possible to se	ee the Judicial Pow	er as a center for pe	eace?]			
Vas it possible to p	perceive the care	of the Judicial Pow	er with the user $\widehat{\cdot}$)]			
ise the snace held						1				

Use the space below to make compliments, suggestions and complaints about the conciliation:

Name

Email

We thank you for your collaboration! For more information, please send an email to: qualidade.conciliacao@cnj.jus.br



SATISFACTION SURVEY CONCILIATION – PARTIES WITH COMPANIES

Room E	Date	
Conciliator A		
Conciliator B		
our work is very important to us. The r	ng the quality of services rendered. Knowing y esults will help us improve our services to be nts' identity confidential and that the inforn	etter assist you. We
Please answer the questions below:	SEE	FRONT AND BACK
In this action you are:	ase) The defendant (the party that	was sued in this case)
About the conciliation		
Do you believe that the attempt to reach a In your opinion, was the result of the conci		Yes No In part Image: State Sta
Did you feel pressured to close an agreeme	ent?	
Did the conciliation finish with an agreeme	ent?	
If there was no agreement, what led to the	e deadlock in your view?	
Satisfaction with the representative of the	e corporation with whom I participated in th	
Did you feel respected by the representativ	ve of the corporation?	Yes No In part
Did you feel valued by the representative of	of the corporation?	
Did you feel he or she truly sought a solution	on?	
Did you feel better understood by the repr	esentative of the corporation?	
If necessary, justify your answers:		
Did you feel you understood better the obj Yes No After conciliation, your opinion about the obj Very much improved Improved	A little (partially)	o not know Is very much worse

According the scale below, evaluate the following aspects:

5 Excellent	4 Good	3 Average	2 Poor	1 Very poor		N/A Non-applicable			
Performance of co	onciliators								
Personal presenta	tion (appearance	e and adequate dre	ssing)	5	5 4	3	2	1	N/A
Presentation of the	e general rules of	conciliation		5	5 4	3	2	1	N/A
Impartiality and ne	eutrality (not judgi	ing any of the partie	s, not taking sides) 5	5 4	3	2	1	N/A
Attention, care an	d thoughtfulness	in assisting everyo	one well	5	5 4	3	2	1	N/A
Explanation of the	e subsequent pro	ceedings in case no	o agreement is rea	ached S	5 4	3	2	1	N/A
Clarification of occa	asional doubts in r	elation to the agreer	ment	5	5 4	3	2	1	N/A
Encouragement to	seek solutions t	owards a consensu	IS	Ę	5 4	3	2	1	N/A
General evaluatio	n of the conciliat	ors		Ę	5 4	3	2	1	N/A
Lawyers Assistance of your	lawyer in underst	anding the case and	in building an agr	eement (5	5 4	3	2	1	N/A
General aspects									
Ease of finding the	e conciliation ver	iue		Ę	5 4	3	2	1	N/A
Assistance given b	y the court's stat	ff at arrival		Ę	5 4	3	2	1	N/A
Waiting time for t	he conciliation se	ession		5	5 4	3	2	1	N/A
Quality of the faci	lities where conc	iliation was conduc	cted	5	5 4	3	2	1	N/A
Overview of the Ju	dicial Power								
Did your image of t	he Judicial Power	r improved after co	nciliation?		Ye	;]	No	In	part
Was it possible to se	e the Judicial Pow	ver as a center for pe	eace?]			
Nas it possible to p		6.1. · · · · · · ·						Г	_

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