

SATISFACTION SURVEY CONCIILIATION — PARTIES

Room _____ Date _____

Conciliator A _____

Conciliator B _____

Dear Citizen,

The satisfaction survey aims at evaluating the quality of services rendered. Knowing your opinion about our work is very important to us. The results will help us improve our services to better assist you. We guarantee that we will keep participants' identity confidential and that the information will be presented as a whole.

Please answer the questions below:



In this action you are:

- The plaintiff (the party that filed the case) The defendant (the party that was sued in this case)

About the conciliation

	Yes	No	In part
Do you believe that the attempt to reach an agreement was valid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your opinion, was the result of the conciliation valid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel pressured to close an agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the conciliation finish with an agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If there was no agreement, what led to the deadlock in your view?

Satisfaction with the conciliation and its results

	Yes	No	In part
Did you feel assisted by the conciliator to better negotiate with the other party?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel you participated in building the solution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel better understood by the other party?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel you understand the other party better?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If necessary, justify your answers:

Your expectations about the conciliation session were:

- Surpassed Met Partially met Not met

Check your general level of satisfaction with the conciliation session:

- Very satisfied Satisfied Dissatisfied Very dissatisfied

According to the scale below, evaluate the following aspects:

5 Excellent	4 Good	3 Average	2 Poor	1 Very poor	N/A Non-applicable
-----------------------	------------------	---------------------	------------------	-----------------------	-----------------------

Performance of conciliators

Personal presentation (appearance and adequate dressing)	5	4	3	2	1	N/A
Presentation of the general rules of conciliation	5	4	3	2	1	N/A
Impartiality and neutrality (not judging any of the parties, not taking sides)	5	4	3	2	1	N/A
Attention, care and thoughtfulness in assisting everyone well	5	4	3	2	1	N/A
Explanation of the subsequent proceedings in case no agreement is reached	5	4	3	2	1	N/A
Clarification of occasional doubts in relation to the agreement	5	4	3	2	1	N/A
Encouragement to seek solutions towards a consensus	5	4	3	2	1	N/A
General evaluation of the conciliators	5	4	3	2	1	N/A

Lawyers

Assistance of your lawyer in understanding the case and in building an agreement	5	4	3	2	1	N/A
--	---	---	---	---	---	-----

General aspects

Ease of finding the conciliation venue	5	4	3	2	1	N/A
Assistance given by the court's staff at arrival	5	4	3	2	1	N/A
Waiting time for the conciliation session	5	4	3	2	1	N/A
Quality of the facilities where conciliation was conducted	5	4	3	2	1	N/A

Overview of the Judicial Power

	Yes	No	In part
Did your image of the Judicial Power improved after conciliation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was it possible to see the Judicial Power as a center for peace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was it possible to perceive the care of the Judicial Power with the user ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 CONCIILIATION — PARTIES WITH COMPANIES

Room _____ Date _____

Conciliator A _____

Conciliator B _____

Dear Citizen,

The satisfaction survey aims at evaluating the quality of services rendered. Knowing your opinion about our work is very important to us. The results will help us improve our services to better assist you. We guarantee that we will keep participants' identity confidential and that the information will be presented as a whole.

Please answer the questions below:



In this action you are:

- The plaintiff (the party that filed the case) The defendant (the party that was sued in this case)

About the conciliation

	Yes	No	In part
Do you believe that the attempt to reach an agreement was valid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your opinion, was the result of the conciliation valid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel pressured to close an agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the conciliation finish with an agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If there was no agreement, what led to the deadlock in your view?

Satisfaction with the representative of the corporation with whom I participated in the conciliation

	Yes	No	In part
Did you feel respected by the representative of the corporation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel valued by the representative of the corporation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel he or she truly sought a solution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel better understood by the representative of the corporation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If necessary, justify your answers:

Did you feel you understood better the objectives of the corporation:

- Yes No A little (partially) I do not know

After conciliation, your opinion about the corporation:

- Very much improved Improved Is unchanged Is worse Is very much worse

According to the scale below, evaluate the following aspects:

5 Excellent	4 Good	3 Average	2 Poor	1 Very poor	N/A Non-applicable
-----------------------	------------------	---------------------	------------------	-----------------------	-----------------------

Performance of conciliators

Personal presentation (appearance and adequate dressing)	5	4	3	2	1	N/A
Presentation of the general rules of conciliation	5	4	3	2	1	N/A
Impartiality and neutrality (not judging any of the parties, not taking sides)	5	4	3	2	1	N/A
Attention, care and thoughtfulness in assisting everyone well	5	4	3	2	1	N/A
Explanation of the subsequent proceedings in case no agreement is reached	5	4	3	2	1	N/A
Clarification of occasional doubts in relation to the agreement	5	4	3	2	1	N/A
Encouragement to seek solutions towards a consensus	5	4	3	2	1	N/A
General evaluation of the conciliators	5	4	3	2	1	N/A

Lawyers

Assistance of your lawyer in understanding the case and in building an agreement	5	4	3	2	1	N/A
--	---	---	---	---	---	-----

General aspects

Ease of finding the conciliation venue	5	4	3	2	1	N/A
Assistance given by the court's staff at arrival	5	4	3	2	1	N/A
Waiting time for the conciliation session	5	4	3	2	1	N/A
Quality of the facilities where conciliation was conducted	5	4	3	2	1	N/A

Overview of the Judicial Power

	Yes	No	In part
Did your image of the Judicial Power improved after conciliation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was it possible to see the Judicial Power as a center for peace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was it possible to perceive the care of the Judicial Power with the user ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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