

# Long-Term Satisfaction and Durability Rates for Mediated (FDR'd!) Agreements

## PowerPoint Presentation by Andrew Bickerdike

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### Slide 1

#### Aims

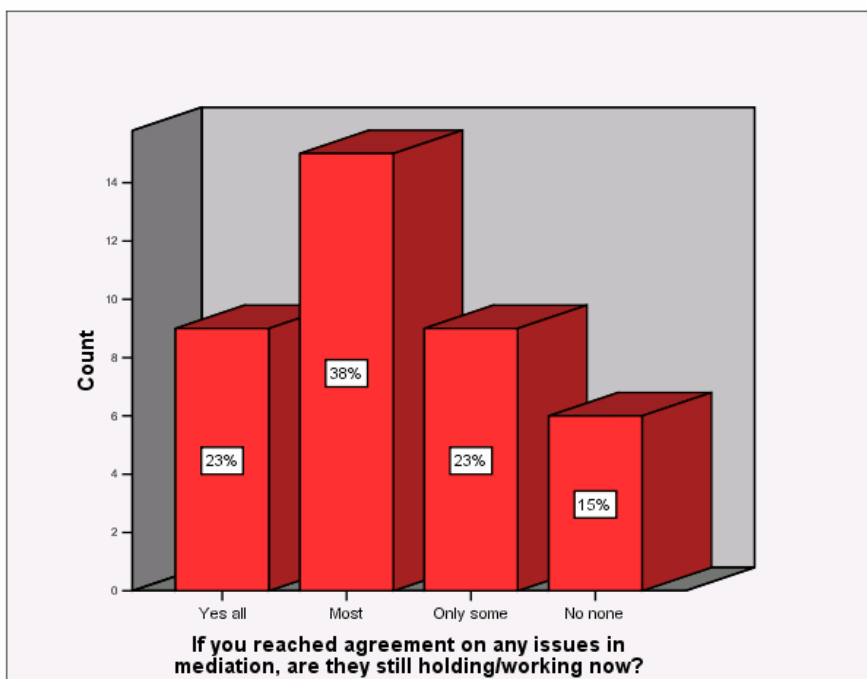
- Evaluate the long-term satisfaction of clients, and the long-term durability of agreements, reached through mediation.
- A comparison of clients' ratings on benefits at the completion of their mediation, and at the time of follow-up.

### Slide 2

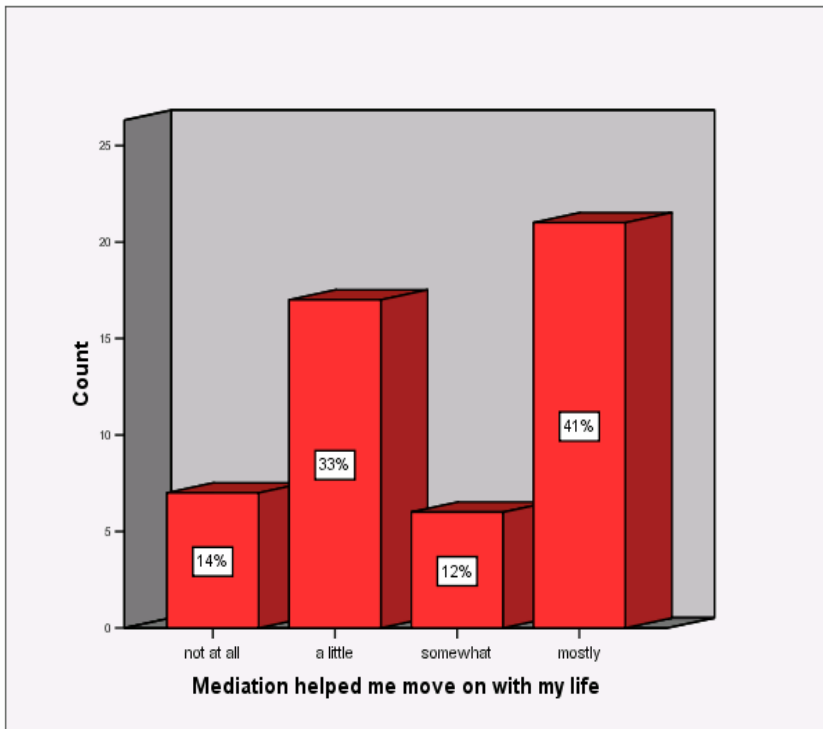
#### Method

- 118 clients sent survey
- 56 (47%) responded
- 67% female, 33% male
- Age 30-72 (mean 40 years)
- Follow-up 12-18 months after FDR

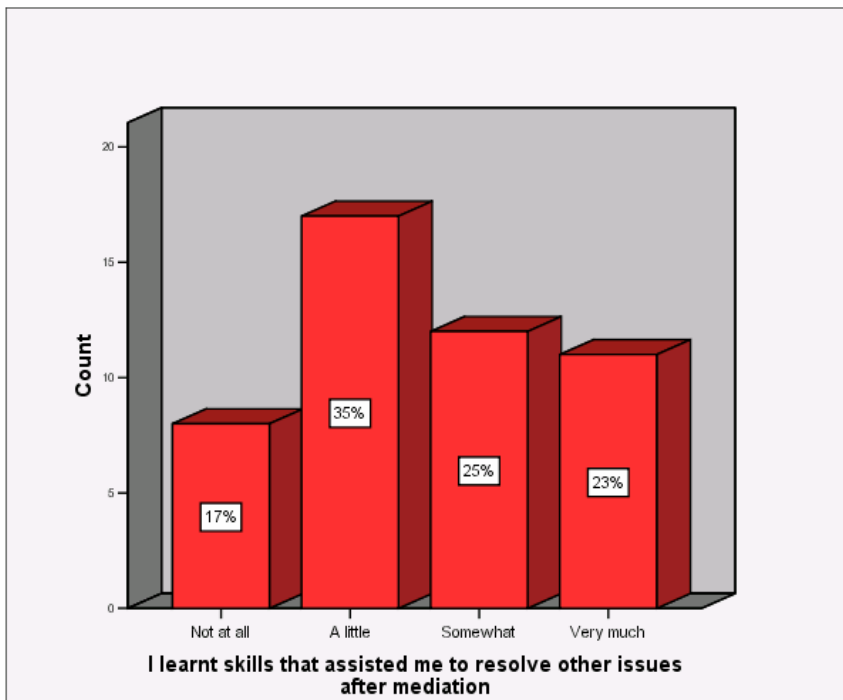
### Slide 3



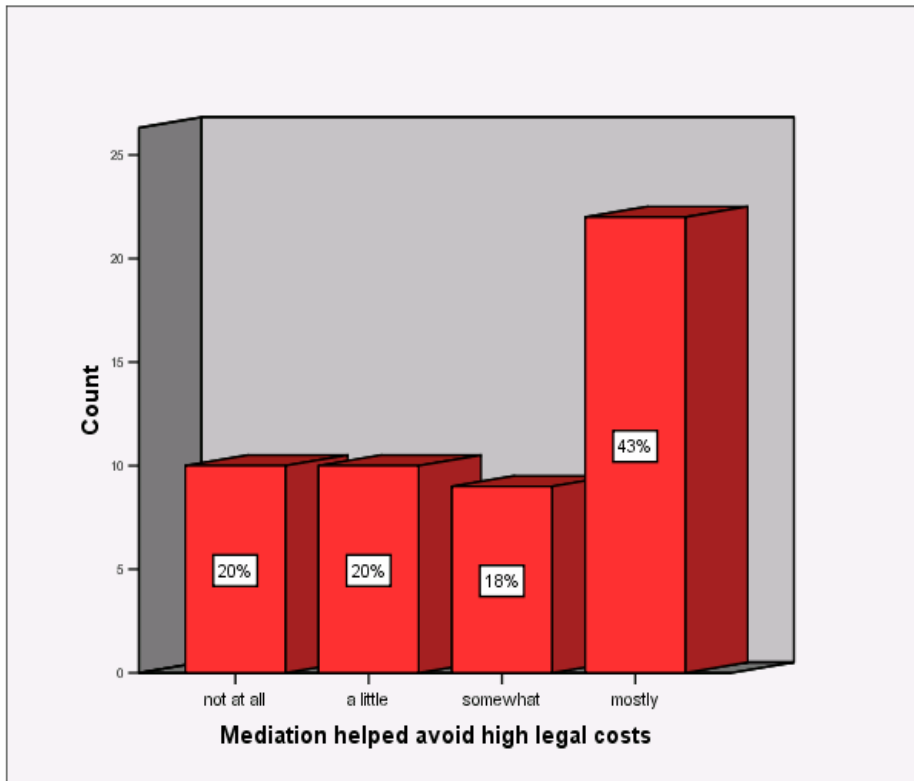
## Slide 4



## Slide 5



## Slide 6

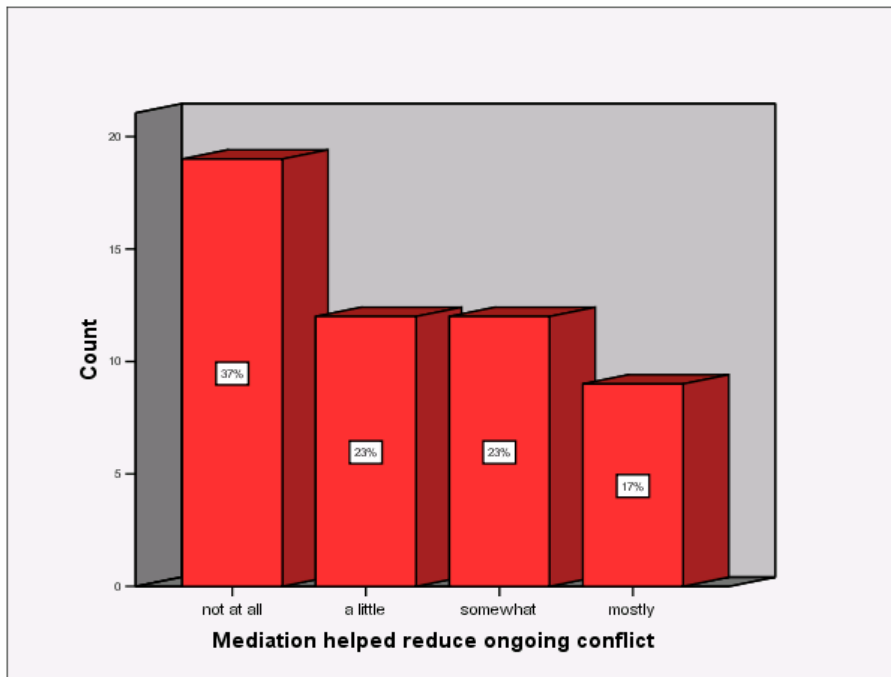


## Slide 7

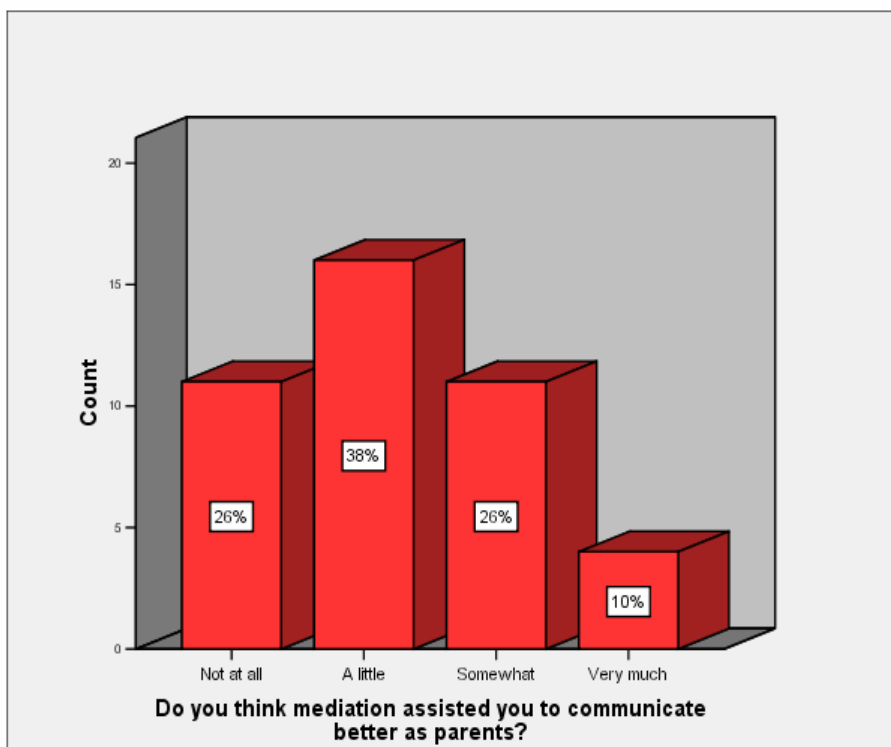
Have you incurred legal costs since finishing mediation? If so, can you estimate how much?

	Frequency	Percent
100.00	1	1.9
300.00	1	1.9
900.00	1	1.9
1000.00	2	3.7
1065.00	1	1.9
1500.00	1	1.9
2000.00	1	1.9
3000.00	2	3.7
4000.00	2	3.7
5000.00	3	5.6
6000.00	1	1.9
7000.00	1	1.9
8000.00	1	1.9
10000.00	2	3.7
12000.00	1	1.9
14000.00	1	1.9
15000.00	1	1.9
20000.00	2	3.7
45000.00	1	1.9
80000.00	1	1.9
Total	27	50.0

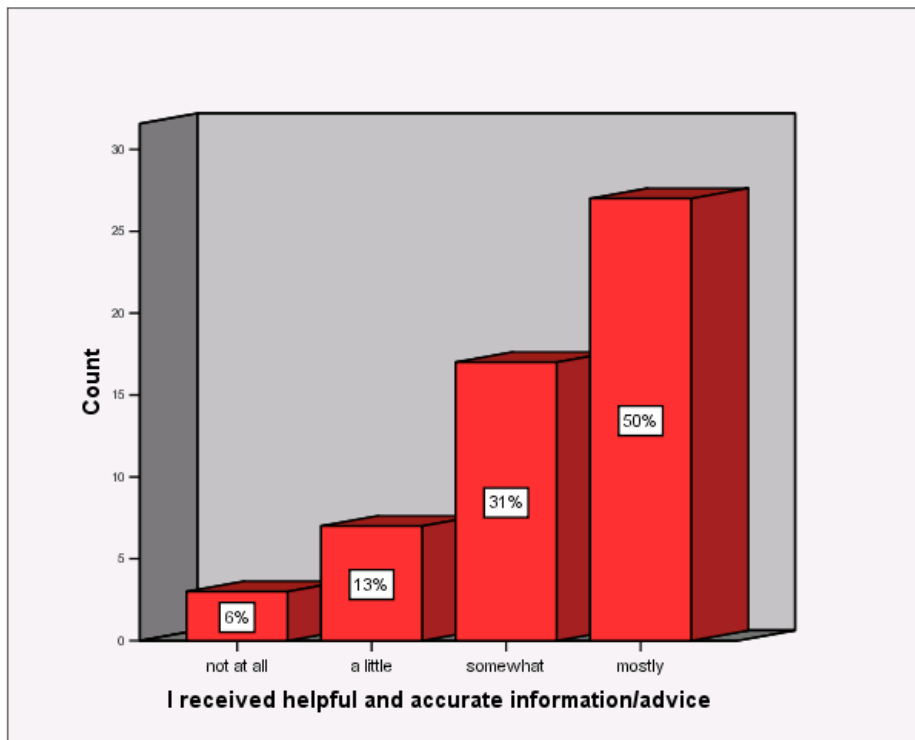
## Slide 8



## Slide 9



**Slide 10**



**Slide 11**

**Suggestions for Improvement**

**More advice and direction by mediator**

	Frequency	Valid Percent
Was done well enough anyway	22	46.8
Would not have helped	4	8.5
Might have helped	11	23.4
Would have helped	10	21.3

**Less advice and direction by mediator**

	Frequency	Valid Percent
Was done well enough anyway	18	45.0
Would not have helped	21	52.5
Might have helped	1	2.5