##### If you would like to receive a response to your comments, please provide your contact details:

**SENSITIVE – Personal**

**Your contact details**

Name:

Telephone:

Email:

Address:

**PRIVACY**

The information that you provide on this form will be kept confidential. We will only use this information for our reporting and future planning needs. It will not be used for any other purpose without your permission. If you choose to provide your name or contact details, we will not add your email address or name to any mailing list.

For information about your right to privacy and the *Privacy and Personal Information Protection Act 1998* (NSW), contact the NSW Information and Privacy Commission at [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au) or telephone on 1800 472 679.



**SENSITIVE – Personal**

**Feedback Form**

Community Justice Centres (CJC) welcomes your feedback in order to improve our services

Please return the form to the mediators or post the completed form (no stamp required) to:

## Community Justice Centres

# Reply Paid 84744

# Parramatta NSW 2124

**How to Contact Us – Phone 1800 990 777**

**Fax:** (02) 8688 9615 **| Email:** [cjc-info@justice.nsw.gov.au](mailto:cjc-info@justice.nsw.gov.au)

**Website:** [www.cjc.justice.nsw.gov.au](https://www.cjc.justice.nsw.gov.au)

##### Background Information

1. **Gender:**  Female  Male
2. **Age Group:**

Under 20  20-29 yr

30-39 yr  40-49 yr

50-59 yr  60 +

Prefer not to disclose

1. **Were you born in Australia?**

Yes  No

If No, what country were you born in?

1. **Are you Aboriginal or Torres Strait Islander?**

Yes  No

* + - 1. **How did you find out about Community Justice Centres (CJC)?**

Friends/relative/word of mouth

Contacted by CJC for mediation

Newspaper/Radio/Internet

Previous mediation

Court

LawAccess

Police

Government Agency

Local Council

Other (please specify)

1. **What was your dispute about?**

Neighbour (trees/noise/fence)

Family

Commercial/Business

Work

Other (please specify)

##### Before the mediation

1. **Were the staff you spoke to:**

Very helpful  Helpful

Not at all helpful

Comments:

1. **Were the staff you spoke to:**

Very courteous  Courteous

Not at all courteous (please comment)

1. Did you have enough information

about mediation before the session?

Yes  No  Unsure

1. Did you feel that you had a choice in attending mediation?

Yes  No  Unsure

Comments:

##### At the mediation

1. **In which town or city was your mediation held?**

1. **Were the mediators**

Very helpful  Helpful

Not at all helpful

Comments:

1. **Do you feel the mediators understood your concerns?**

Yes  No  Unsure

Comments:

1. **Did the mediators allow you to have your say?**

Yes  No  Unsure

Comments:

##### The Outcome

1. **Did you reach an agreement?**

Yes  Partial Agreement

No

1. **Has mediation with CJC helped you?**

Yes  No  Unsure

Comments:

1. **If yes, how has CJC helped you?** (Please tick all relevant answers**)**

Helped me to communicate with the other person(s)

Increased my knowledge about how to deal with conflict and disputes

Showed me what options I have to resolve the situation

Resolved my dispute

Other (please specify)

##### CJCs overall performance

1. **Overall, are you satisfied with CJC?**

Very satisfied  Satisfied

Not satisfied (please comment)

Comments:

1. **Would you recommend CJC to others?**

Yes  No  Unsure

Comments:

1. **If you were in a dispute again, would you use CJC?**

Yes  No  Unsure

Comments:

1. **What do you think was the best aspect of our services?**

1. **How could we improve our service?**

1. **May we use your feedback in our marketing and promotional materials including our website?**

Yes  No

1. **If yes do you wish to remain anonymous?**

Yes  No