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MEMORANDUM

TO: Certified Mediators

FROM: Sally P. Campbell, DRS Manager

DATE: January 12, 2017

SUBJECT: DRS Seeking Mediator Comment – **Client Evaluation Revisions**

Dispute Resolution Services is seeking mediator comment through Friday, January 27, 2017, on proposed revisions to “client evaluation” requirements in the [Guidelines for the Training and Certification of Court-Referred Mediators](#) (Sections D.10. and G.3.) and on the extensively revised evaluation form.

A link to the draft [Guidelines](#) revisions is available within the green box on the [mediation website](#). For context, a link to the current [Guidelines](#) document is provided in the first paragraph of this memo.

A link to the new form is also available in the green box on the [mediation website](#).

The following considerations led to the proposed revisions: 1) rarely is action taken on the existing mandatory client evaluation feedback (none has grown into a formal complaint in the last decade); 2) mediators’ effort and expense to send forms to DRS; 3) DRS’s effort to review thousands of forms; 4) the new feedback form should be easier for parties to use; and 5) the revised process continues to provide parties a mechanism for feedback.

Please Note: The proposed [Guidelines](#) revisions continue to require mediators to provide feedback forms to all court mediation parties. However, the revisions relieve mediators of the duty of collecting the forms and sending them to DRS.

Please provide comments on the proposed revisions in the survey document on the [mediation website](#). Mediator comments must be entered no later than Friday, January 27, 2017, after which DRS will review all comments received.

DRS anticipates presenting final revisions to the Judicial Council of Virginia for adoption at its next meeting, not yet scheduled, in 2017.