



# EVALUATION

Contractors State License Board Arbitration Program

Claimant:

vs. Respondent:

Arbitrator:

CSLB Case Number:

At AMCC we strive to provide professional, efficient and straightforward service to our clients. Your feedback will assist us in meeting our goals. Please be candid, we truly value your opinion. Thank you.

ON A SCALE OF 1 TO 5, PLEASE RATE THE FOLLOWING:  
(1 is unsatisfactory, 5 is excellent)

CSLB prompt response to initial inquiry for dispute resolution services: \_\_\_\_\_

CSLB case management: \_\_\_\_\_

AMCC Efficient coordination amongst the parties: \_\_\_\_\_

AMCC Scheduling / notice of hearing: \_\_\_\_\_

AMCC Case facilitator: overall \_\_\_\_\_

    professionalism \_\_\_\_\_

    courtesy \_\_\_\_\_

    efficiency \_\_\_\_\_

Arbitrator: overall \_\_\_\_\_

    professionalism \_\_\_\_\_

    knowledge \_\_\_\_\_

    effectiveness \_\_\_\_\_

Satisfaction with Process \_\_\_\_\_

Would you seek Alternative Dispute Resolution again?    Yes    No

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_



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