

**Feedback rankings and additional comments for Martin Plowman from the Clerksroom website**

**Case Date:** 2011-11-21

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-11-14

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Comments:**

Overall very satisfied with the service. Difficult parties which the mediator appeared to put at ease and worked towards the best solution for all.

**Case Date:** 2011-11-14

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Client feedback - "[Martin] had the situation and level of feeling involved totally weighed up. Very intuitive."

**Case Date:** 2011-11-09

**Member:** Martin Plowman

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-11-09

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments: The mediator was excellent as usual . The rooms were good too . But we could have done with some water/ drinks in the room though.

**Case Date:** 2011-11-04

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin is the best mediator I have come across. He is far more effective than certain others who appear to go just through the usual motions. He is also brilliant value for money compared with others who see mediation as a bit of a jolly and a nice little earner.

**Case Date:** 2011-11-03

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-10-26

**Member:** Martin Plowman

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	9
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	9

**Case Date:** 2011-10-17

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

First rate!

**Case Date:** 2011-10-17

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-10-12

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-10-12

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

I proposed Mr Plowman as mediator in this case having witnessed his mediation skills in an earlier case. I was equally impressed on this occasion and will instruct Mr Plowman again and recommend him to others.

**Case Date:** 2011-10-04

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

I was amazed that this case settled as the parties were so far apart. Without Martin's assistance, I don't think the situation would have changed and we would have been heading for trial with all the costs that that entailed. Martin has a very calm & reassuring manner which I think puts all parties instantly at ease.

**Case Date:** 2011-10-11

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Not only was the mediator first class in dealing with the clients, he was also excellent in assisting with the finer legal points of the dispute

**Case Date:** 2011-10-11

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin was an excellent mediator. My client was so pleased with the service she received and was happy with the outcome. I had not used Martin before, but will definitely use him again and will recommend him to others. Thank you!

**Case Date:** 2011-10-05

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	9

**Case Date:** 2011-09-26

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	8
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

We are fortunate to have access to such a high quality mediator local to us. I find the service accessible and the team at Mediation 1st will work to accommodate the parties. The booking facility is excellent and the fee structure transparent.

**Case Date:** 2011-09-26

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-09-26

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin is excellent. I've used him before and would use him again. He is good at building empathy with the parties and is never pompous.

**Case Date:** 2011-09-21

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin is very user friendly and is excellent at bringing parties together

**Case Date:** 2011-09-15

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-09-07

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin played a major part in finalising a settlement at a time when it looked as though the negotiations had broken down. He was very impressive throughout.

**Case Date:** 2011-09-08

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-09-08

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-08-30

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	9
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	9

**Case Date:** 2011-08-24

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

I thought Mr Plowman was very approachable and businesslike. The litigation risk identified and clearly explained to the client. I have to say that circumstances were such that I did not expect an agreement to emerge from the mediation between the parties. Mr Plowman is to be congratulated.

**Case Date:** 2011-08-18

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	6
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin was excellent, as ever. The facilities were however not perfect: that was down to the law firm which hosted the mediation rather than any fault on the part of Mediation-1st however. Perhaps consider a different location next time?

**Case Date:** 2012-01-10

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

**Case Date:** 2012-01-06

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-12-12

**Member:** Martin Plowman

Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	9

**Case Date:** 2012-01-13

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	7
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-11-29

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

Comments:

Martin understood needs and goals of parties very well.

**Case Date:** 2011-12-15

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-01-12

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

**Case Date:** 2011-12-05

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2011-12-02

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-01-06

**Member:** Martin Plowman

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	8
Were you happy with the fees charged, were they value for money?	8
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Having seen Martin in action several times now, I am impressed by his endless patience and grateful for his experience and skill in coaxing each side towards resolution.

**Case Date:** 2011-12-12

**Member:** Martin Plowman

Ease of booking and administration?	5
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	8
Would you use this mediator again?	10

Comments:

Excellent, empathetic and professional. Highly recommended.

**Case Date:** 2011-11-29

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-01-16

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

I was exceptionally impressed with Martin's work in brokering a settlement despite this being a difficult case to mediate. Thank you for your hard work.

**Case Date:** 2012-01-12

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	9
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Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
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Would you use this mediator again?	10

Comments:

A good outcome and the mediator explained the risks of proceeding to court and cost consequences very well to the client. The available options were clearly spelt out and introduced a good sense of realism.

**Case Date:** 2012-01-30

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
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On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin did a very good job indeed.

**Case Date:** 2012-01-31

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

PM completely understood the case. He helped to facilitate the settlement which had completely eluded the parties in pre-action protocol exchanges. He was robust but completely adaptable, changing his approach to suit the other party's preferences but keeping his eye on the task in hand. His manner was easy but perceptive

**Case Date:** 2012-02-01

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-02-01

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-02-07

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin did a fantastic job of getting the other side to attend the mediation (when they were on the brink of pulling out) and then dealing with unrepresented parties who were in disagreement between themselves.

**Case Date:** 2012-02-09

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	6
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-02-09

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

very happy with service received

**Case Date:** 2012-02-14

**Member:** Martin Plowman

Ease of booking and administration?	5
Were the facilities satisfactory on the day?	6
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Mr Plowman was excellent. He was very clever in the way he handled our situation. Very professional. We settled out of fear of the escalating cost of the professional fees had the dispute gone to court. Mr Plowman led us through the whole system to it's conclusion. Although we were not happy in the moment, we are sure it was the best outcome for our case. Our thanks to him.

**Case Date:** 2012-02-15

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-02-21

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-02-21

**Member:** Martin Plowman

Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	8
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-02-20

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Excellent service - very pleased

**Case Date:** 2012-02-23

**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

Comments:

Excellent service in producing a settlement against considerable odds.

**Case Date:** 2012-02-28

**Member:** Martin Plowman

Ease of booking and administration?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Very constructive and imaginative in approach. Appeared to secure the confidence of both parties very readily. 2nd time I have used Mr Plowman as mediator and will do so again.

**Case Date:** 2012-02-27

**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	9
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

10/10 very pleased with the mediator and the mediation process

**Case Date:** 2012-04-03  
**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-04-03  
**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	4
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

**Comments:**

Martin did an excellent job in very trying circumstances. I would have no hesitation in using him again. The hospitality from the hosts was less than generous!

**Case Date:** 2012-04-12  
**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

**Case Date:** 2012-04-12  
**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	7
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	8
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	10
Would you use this mediator again?	9

**Case Date:** 2012-04-13  
**Member:** Martin Plowman

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	7
Would you use this mediator again?	10

**Case Date:** 2012-04-16  
**Member:** Martin Plowman

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:  
Flexibility and understanding at our late delivery of papers is appreciated

**Case Date:** 2012-04-24

**Member:** Martin Plowman

**Feedback received**

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	7
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin did an amazing job. We did not expect to settle, but we did and the result was excellent

**Case Date:** 2012-04-25

**Member:** Martin Plowman

**Feedback received**

Ease of booking and administration?	7
Were the facilities satisfactory on the day?	6
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

Comments:

Martin was excellent and clearly put a great deal of effort into securing a settlement on the day. I would be happy to recommend him to colleagues as a mediator.

**Case Date:** 2012-04-25  
**Member:** Martin Plowman  
**Feedback received**

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-04-25  
**Member:** Martin Plowman  
**Feedback received**

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Comments:**

I thought that Martin Plowman did a very good job in difficult and to a degree hostile circumstances. My clients are very happy with the result. I am sure that I will recommend him to mediate again.

**Case Date:** 2012-04-30  
**Member:** Martin Plowman  
**Feedback received**

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	8
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Comments:**  
Both my client and I were very impressed with Mr Plowman. He was very clear in his explanations and very fair and impartial. My client (defendant) was very satisfied with the outcome. Thank you. (Birketts organised the meeting rooms)

**Case Date:** 2012-04-30  
**Member:** Martin Plowman  
**Feedback received**

Ease of booking and administration?	10
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	10
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	10
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	10
Would you use this mediator again?	10

**Case Date:** 2012-05-02  
**Member:** Martin Plowman  
**Feedback received**

Ease of booking and administration?	8
Were the facilities satisfactory on the day?	10
Was the mediator prepared to your satisfaction?	8
On the day, was the mediator on time and available for discussion?	10
Were you happy with the fees charged, were they value for money?	9
How good at mediation do you think the mediator was?	9
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	9