

# About the Satisfaction Survey

The Survey is conducted annually to monitor users' satisfaction with the administration services of the appropriate dispute resolution methods provided by the Center. Based on the survey, action plans for continuous improvement of services are created by the CAM-CCBC team based on the pillars of the Center's [Quality Policy](#).

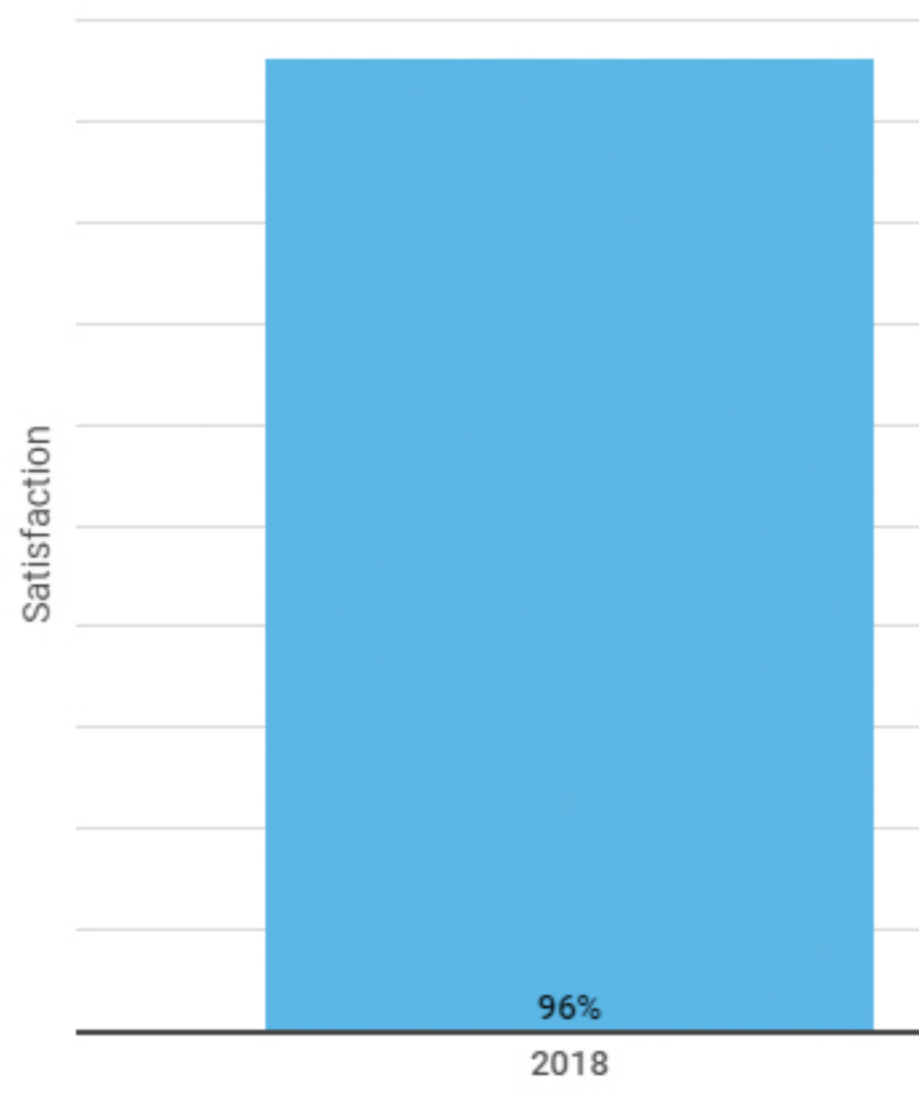
The graph below shows the rate of user participation in the survey year by year:

301

participants in 2018

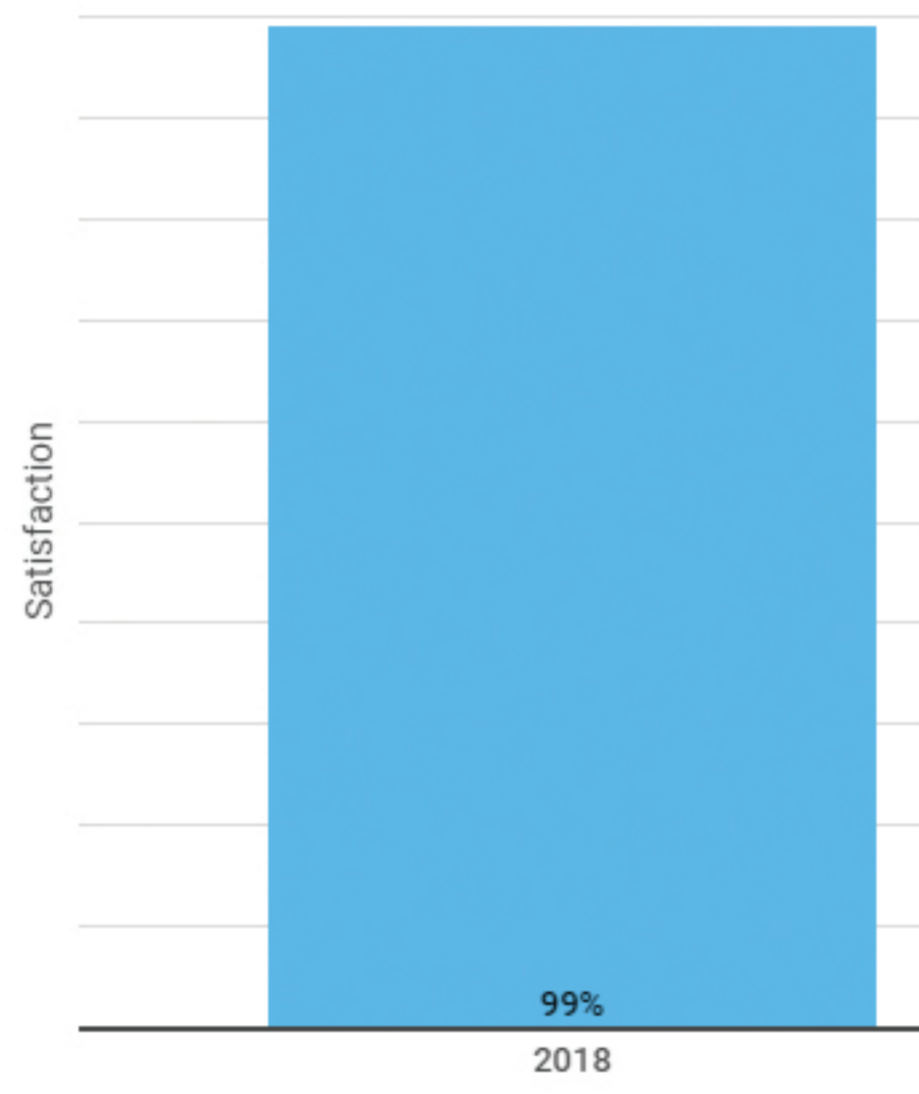
## 1. Infrastructure

The graph below shows satisfaction with the physical facilities of the Center, which are offered at no additional cost to the Parties, including spaces, audiovisual and computer resources, among others:



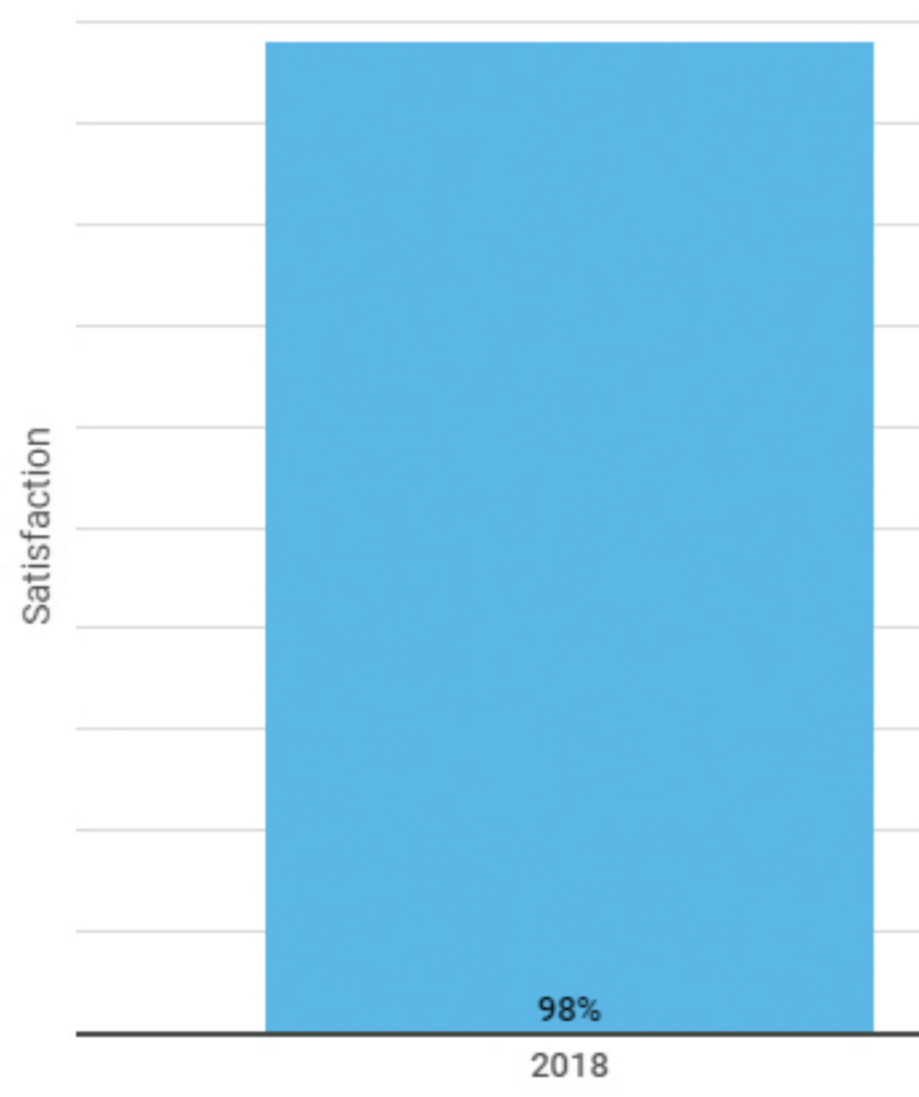
## 2. Cordiality, promptness, and knowledge of employees

In the aforementioned criterion, the work of the eight Executive Secretariats of CAM-CCBC is evaluated, teams consisting of two professionals responsible for administering the proceeding:



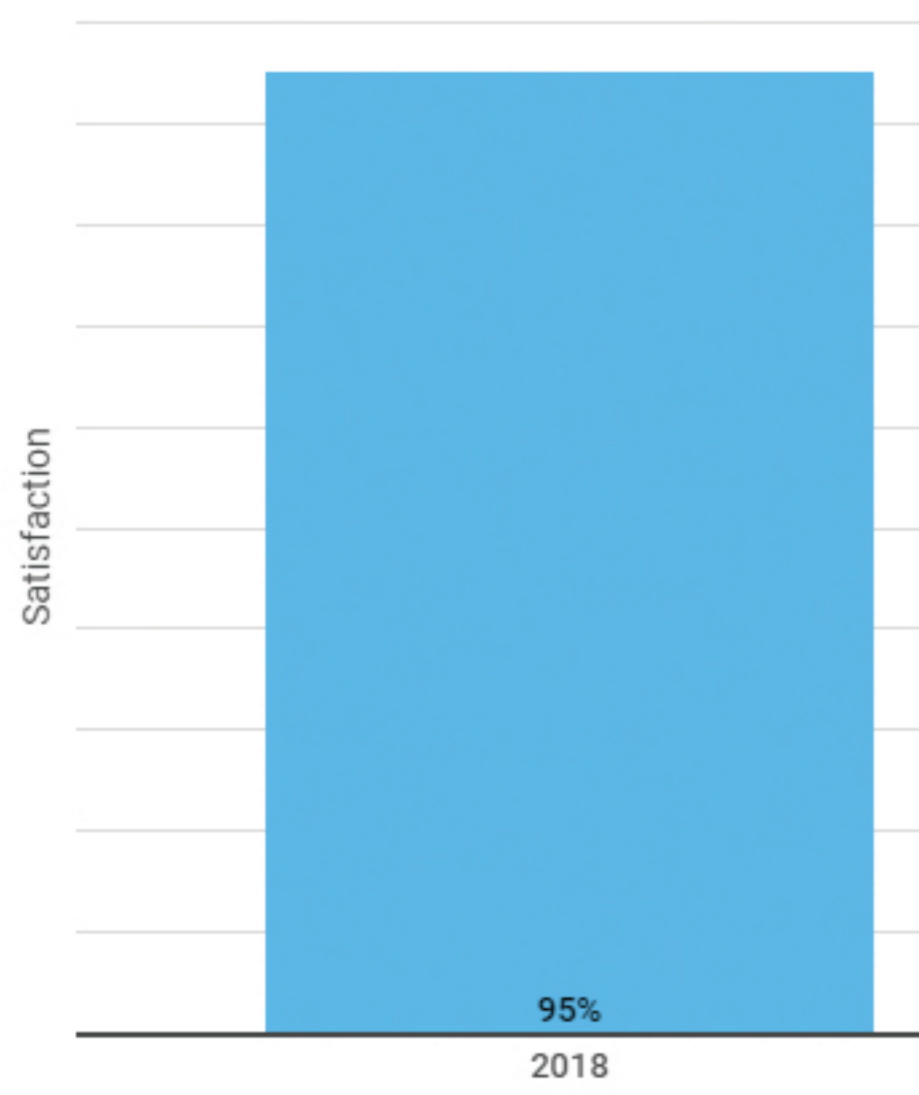
## 3. Impartiality of employees and equal treatment of parties and Counsels

Impartiality is one of the pillars of CAM-CCBC's performance and satisfaction regarding this criterion is shown in the graph below:



## 4. Transparency of the procedures adopted by CAM-CCBC

CAM-CCBC continuously develops new transparency mechanisms, based on another of its pillars of action. See below the satisfaction related to this criterion:



## 5. General comparison of CAM-CCBC with other centers for arbitration

