



2025 AAA Client Satisfaction

▶ Case ID	
▶ Case Number	
▶ Case Management Center	
✓ Boston	
▶ Division	
Labor/Employment/Elections	Labor/Employment/Elections
▶ District	
✓ Labor - New York(52)	
▶ Closing Status	
✓ Awarded	
▶ Filing Date	
7/8/2024	
▶ Closing Date	
3/27/2025	
▶ Case Manager	
✓ Davigny Jean-Louis	
▶ Parties	
▶ Party	
▶ AMT Fee Paid	
▶ Representative Company	
▶ REP	
▶ Address 1	
▶ Address 2	

► City

► State

► Zip

► Email Address

► Phone

► Arbitrator #1

Mary Ellen Shea

► Counter Claim Amount

0

► Closed Case Type

✓ Arbitration

► Case Caption

► Claim Range

✓ Non-Monetary

Evaluation of Case Management Services

Rate case management services in each of the following categories on a scale of 1 to 5, where 1 means "poor" and 5 means "excellent".

► Case Manager: Davigny Jean-Louis

	Poor - 1	2	3	4	Excellent - 5	N/A
Overall Quality of Case Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Quality of List	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Evaluation of Arbitrator/Mediator

Rate the performance of the neutral(s) in each of the following categories on a scale of 1 to 5, where 1 means "poor" and 5 means "excellent".

► Arbitrator 1: Mary Ellen Shea

	Poor - 1	2	3	4	Excellent - 5	N/A
Overall Quality of the Neutral	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

► Is there anything else you would like to add regarding the Arbitrator/Mediator on your case?

Very well run hearings and thoughtful, comprehensive decision.

► When required by contract or statute to arbitrate, would you recommend the AAA?

☒ Yes
☐ No

► Have you had arbitrations outside of AAA administration?

☐ Yes
☒ No

▶ **Please specify if you are interested in being contacted by the AAA regarding any of the following services**



Expedited Labor Arbitration Procedures

Simplified Procedures enable cases to be scheduled promptly, expedited decisions and awards to be rendered no later than seven days after hearings. This provides for certain cost savings.



Elections & Survey services

Online and offline balloting and polling services provided to unions and other organizations. Types of elections handled include officer selection, contract ratification, bylaw amendment elections, member surveys, etc.

▶ **Survey_ClosingMonth**

✓ 3/1/2025

▶ **Survey_ClosingQuarter**

✓ Q1

► **Dispute Type**

- ☐ Accounting
- ☐ Advertising/Marketing/Public Relations
- ☐ Aerospace/Defense
- ☐ Agency Service Fees
- ☐ Agriculture
- ☐ Asbestos
- ☐ Automotive
- ☐ Billing/Collections Services
- ☐ Business Broker
- ☐ Chemicals
- ☐ Civil Construction
- ☐ Commercial Construction
- ☐ Commercial Real Estate
- ☐ Construction Industry/Commercial Contract
- ☐ Consumer
- ☐ Consumer Construction
- ☐ Consumer Real Estate
- ☐ CT Insurance Dept Arbitration Program
- ☐ Education
- ☐ Employer Promulgated Employment
- ☐ Employment Issues/Commercial Contract
- ☐ Energy
- ☐ Entertainment/Media/Publishing
- ☐ Environmental
- ☐ FIFRA
- ☐ Financial Services
- ☐ Florida Foreclosure Mediation
- ☐ Food/Beverage
- ☐ Franchise
- ☐ Healthcare
- ☐ Hospitality/Travel/Restaurant
- ☐ ICANN
- ☐ Individually Negotiated Employment
- ☐ Insurance
- ☐ Interest Arbitration
- ☐ Janitorial/Maintenance Services
- ☐ Labor Grievances - Private Sector
- ☒ Labor Grievances - Public Sector
- ☐ Ladies Professional Golf Association (LPGA)
- ☐ Legal Services
- ☐ Management/Business Consulting
- ☐ Non-B2B Other
- ☐ Olympics
- ☐ Other Industry
- ☐ Pension / ERISA
- ☐ Pharma/Medical Devices/Biotechnology
- ☐ Residential Construction (B2B)
- ☐ Residential Construction (B2C)
- ☐ Residential Real Estate
- ☐ Sports
- ☐ Staffing/Employment Agency
- ☐ Steel/Metals
- ☐ Technology
- ☐ Telecom/Wireless/Cable/Satellite
- ☐ Textile/Apparel
- ☐ Third Party Administrators (TPA)
- ☐ Transportation
- ☐ Uniform Rental
- ☐ Wills and Trusts
- ☐ Tribal Labor Grievance/Election

► **Username**

✓ **jeanlouisd**

► **SURVEY_AFFILIATED_FLAG_ARB1**

Y

► **SURVEY_NEUTRAL_ID_ARB1**

150529

► **Unique Code**

'012400063475pfacklam@sandulligrace.com1

► **List_Flag**

Y

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