



MILAN
CHAMBER OF
ARBITRATION

ANNUAL REPORT

MEDIATION SERVICE

2025

Statistical data referring to 2024

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BLOGMEDIAZIONE

MEDIATION SERVICE

2024 was a year of transition and consolidation for the mediation system, marked by an evolving regulatory environment and significant practitioner engagement.

The impact of the Cartabia reform, which entered into force in 2023, continued to influence the civil and commercial mediation sector, resulting in a series of structural changes that reshaped its operational landscape.

In 2024, the Conciliation Service of the Milan Chamber of Arbitration recorded an increase in mediation requests, with 1,051 new filings.

The data show positive growth in both quantitative and qualitative terms: there were 1,004 completed proceedings, an increase of 15 per cent on the 869 of the previous year. Also noteworthy is the increase in the number of agreements concluded, which rose by 36 per cent in one year.

One of the most significant aspects of 2024 was the change in the nature of the first mediation meeting. As a result of the reform, the first meeting, which previously had a free filter function, became a true mediation meeting, which led to improvements in outcomes and the percentage of agreements reached. The introduction of this regulatory change has thus made the mediation system more robust and result-oriented, with a reduction in negative outcomes from 43.5 per cent in 2023 to 39.6 per cent in 2024.

Another relevant figure relates to the value of disputes handled: the average value of disputes accessed to mediation increased by 5 per cent, from €238,000 in 2023 to €259,000 in 2024, reflecting how effectively mediation is responding to more complex disputes.

Resolution times also fell by 15 per cent compared to the previous year, but if we compare the duration of a CAM mediation (95 days on average) with the average duration of mediations conducted by other mediation bodies in Italy, according to the latest available data from the Ministry of Justice, the reduction is 47 per cent.

Another interesting figure concerns the activation of mediation due to the existence of a contractual clause, which has increased by 42 per cent compared to the previous year, a sign that mediation is becoming an increasingly integrated option in contracts between parties.

The data presented in this report offer a clear and up-to-date snapshot of the mediation service of the Milan Chamber of Arbitration, highlighting the effectiveness and growth of the mediation system in our country.



+36%

Is the increase in the number of agreements compared to 2023

+42%

It is the one-year increase in the number of mediations resulting from the contract clause

-47%

Time saved by choosing mediation at CAM compared to mediation at other Italian mediation organisations

2024 was the year of the real test of the discipline introduced by the so-called Cartabia reform, which came into full effect at the end of 2023.

The main effect of the reform was to change the function of the first conciliation meeting. From being an informative and free moment, the first mediation session has become an effective one, involving the payment of a fee, which is determined by law according to the value of the dispute.

At the end of this meeting, the parties are free to decide whether they wish to conclude the agreement immediately (in which case an additional fee, also fixed by law, will be paid); to continue the negotiations in further meetings (and to pay for them again); to decide on a negative termination of the mediation due to failure to reach an agreement (without any further fee).



NUMBERS

1051

New filings in 2024

1004

Proceedings completed in 2024 (+15% in one year)

1681

Number of mediation meetings in 2024



270

Number of settlements in 2024 representing 26.9% of the total number of cases closed and an increase of 36% compared to the previous year

INNOVATION

91%



91% of mediation meetings in 2023 were held remotely



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MATTERS BROUGHT TO MEDIATION: VARIATIONS



**SERVICE
AGREEMENTS**

+280%



CONSTRUCTION

+61%



INHERITANCE

+34%



BUSINESS SERVICES

-60%



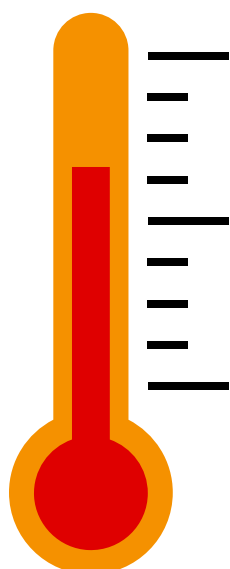
CIVIL LIABILITY

-41%



LOAN FOR USE

-22%



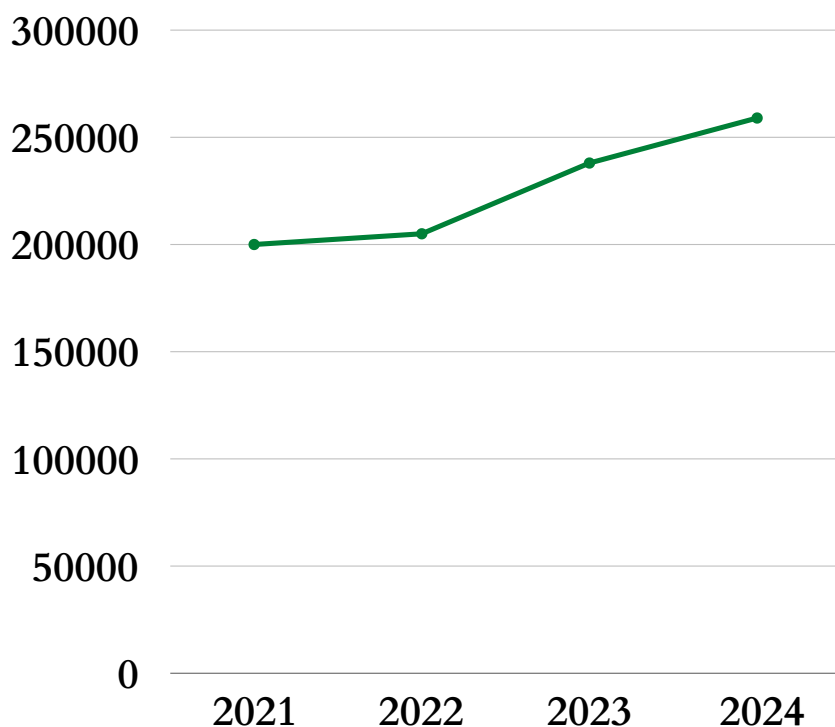
Mediation gives a clear picture of the economic context.

Service agreements disputes have increased by **280 percent**, helped by the Cartabia reform, which requires a preliminary attempt at mediation.



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AVERAGE VALUE OF THE PROCEEDINGS (ended with a settlement OR no settlement)

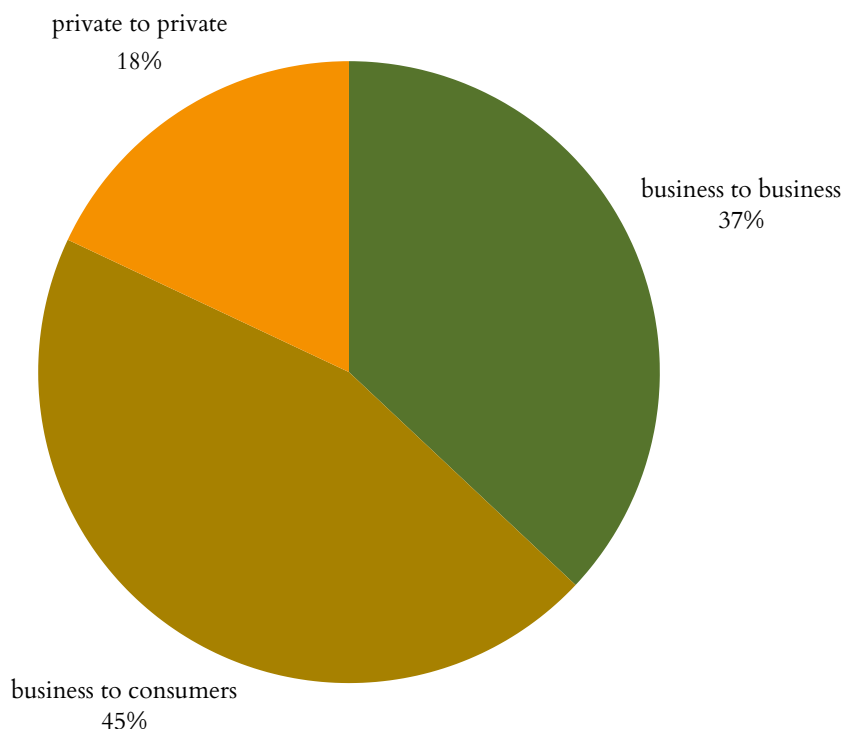


€259.000,00 euro

This is the overall average value of disputes entering the mediation process, i.e. with all parties at the table.

+ 5% average value in a year

MEDIATION PROCEEDINGS BY TYPOLOGY



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AVERAGE LENGTH OF MEDIATION PROCEEDINGS

95
days

for the CAM
mediation service

179
days

for other Italian
mediation
providers

*Source: webstat.giustizia.it
first half-year 2023
(last available data)*

-47%

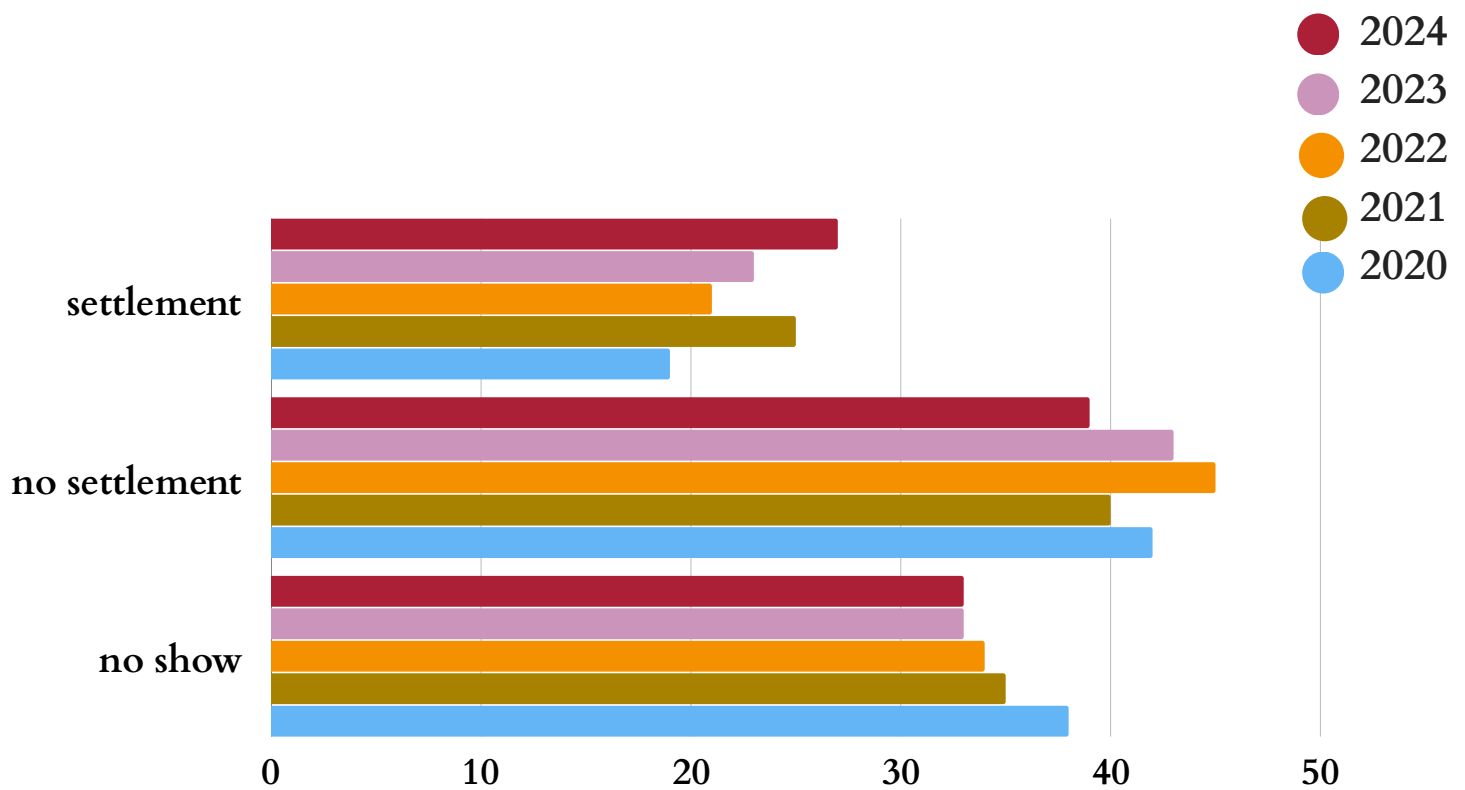
It is the time saving of the
duration of CAM mediations
compared to the national average

-15% compared to 2023



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OUTCOME OF THE PROCEEDINGS



+36%

Is the one-year increase in proceedings closed with an agreement (2024 vs 2023)



- **Settlement** = the parties have resolved their dispute.
- **No settlement** = the parties have not resolved their dispute.
- **No show** = the parties or the invited party refused to participate in the mediation proceedings.



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30

INTERNATIONAL PROCEEDINGS*

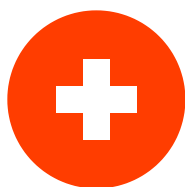
(*with at least one foreign part)



3,3%



20%



13,3%



10%



13,3%



13,3%



10%



3,3%



3,3%



3,3%



3,3%



3,3%



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VOLUNTARY MEDIATION



22,4% of mediation cases
filed at CAM are voluntary^{*}

^{*}Mediation is voluntary if the matter in dispute is not listed in Decree 2010/28 as a matter for which a first meeting with a mediator is a precondition for taking legal action.

The obligation to see a mediator before going to court may also be imposed by a judge's order or by a contractual clause.



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MEDIATION DISTRIBUTION BY ORIGIN OF THE PROCEEDINGS



63

cases referred by the judge
-19% in a year



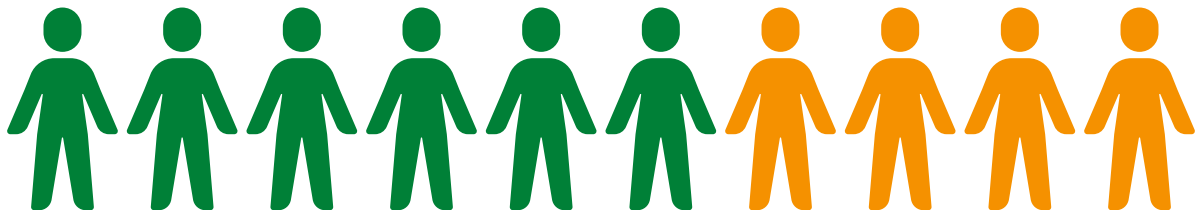
149

provided for by a contractual
clause (the parties agree at an
early stage of their business
relationship that, in the event
of a dispute, mediation will be
attempted)
+ 42% in a year



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GENDER GAP: APPOINTMENTS OF FEMALE MEDIATORS IN 2024 PROCEEDINGS

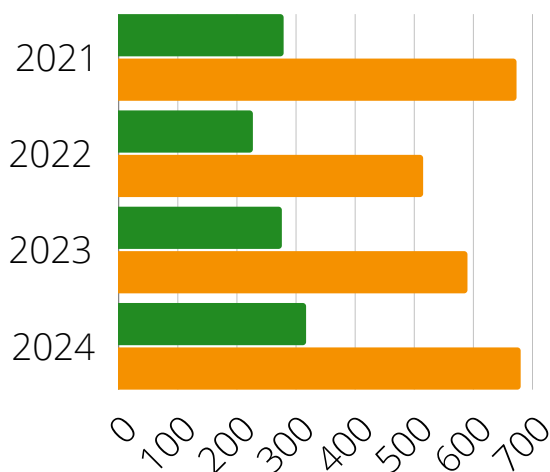


68%

Of the 997 cases assigned in 2024:

680 are cases assigned to female mediators, representing 68.2% of the total;

317 are cases assigned to men, representing 31.7% of the total.



2021: 952 cases assigned: 29.3% to male mediators, 70.7% to female mediators.

2022: 742 cases assigned: 30.5% to male mediators, 69.5% to female mediators.

2023: 866 cases assigned 31.8% to male mediators, 68% to female mediators.

2024: 997 cases assigned 31.7% to male mediators, 68% to female mediators



CAM has been the first Italian mediation provider to tackle art disputes



**12 art disputes
handled in 2023**

Which are those disputes?

They might be of contractual and non-contractual nature with regard to:

- a subject (artist, gallery owner, collector, restorer, art advisor, auction house, museum art foundation, art association);
- an object (painting, sculpture, photograph, collector's item, etc.);
- a matter regarding arts (copyright, restitution of stolen works, art collection management).

Artistic conflict is characterised by its multidimensionality, internationality and confidentiality.



contact us at

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"ENVIRONMENTAL MEDIATION"

CAM has been the first Italian mediation provider to tackle environmental disputes

27 mediation requests on environmental matters in 2024; **+50%** compared to 2023



FacilitAmbiente
PREVENIAMO I CONFLITTI AMBIENTALI

In 2021 CAM, together with the Chamber of Commerce of Milan, MonzaBrianza and Lodi, started the project

FACILITAMBIENTE

Facilitambiente is a procedure aimed at preventing environmental conflicts related, for example, to the construction of industrial sites, infrastructure and property development projects

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"FAST TRACK MEDIATION"

Fast Track Mediation Rules (FTMR) is a parallel track that offers an informal and adaptable scheme which can be customized according to the parties' needs. The proceedings is very simple and straightforward and leaves to Parties the full control of the process and its outcome.

The choice between the Italian Mediation System under Decree 28/2010 or FTMR is upon the parties and it can be a matter of conflict management strategy.

Under the FTMR, the agreement reached is a contract between the parties. Legal assistance is not mandatory and parties can have a mediator of their choice: a person they both know and trust. Alternatively, the parties can ask the Secretariat to choose the mediator in their place by picking the name from the relevant list or from the lists of other mediation service providers in partnership with CAM.



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Thank You!

**Please, contact us
for any enquiry**

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