



MILAN
CHAMBER OF
ARBITRATION



CAM Mediation Service Statistical data 2025

2026

Referring to the 2025 data

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BLOGMEDIAZIONE

Annual Report 2026

Mediation Service

68%

Success
Rate

The % rate of agreements reached when the parties agree to continue with Mediation after the first session (in other Mediation Institutions, the rate is 53.1%)

+39%

Average
value

The increase in the average value of disputes in one year

-28,4%

Time
saved

If you choose Mediation in CAM compared to Mediation in other Italian Mediation Institutions

Analysis of statistical data for 2025

In 2025, the Mediation Service of the Milan Chamber of Arbitration (CAM) cemented its position as a trusted benchmark in civil and commercial mediation. This success comes amid the full implementation of the 2023 reform and the subsequent consolidation of new operational dynamics.

Key Metrics and Financial Growth

- **Stable Case Volume:** During the year, 972 new mediation applications were filed, holding steady with figures from previous years.
- **Surge in Dispute Value:** While volume remained stable, the average value of disputes surged by 39% year-over-year, reaching €331,000. This confirms that mediation is increasingly sought after for highly complex, high-stakes disputes.

Performance and Efficiency

- **High Success Rate:** A standout metric is the service's effectiveness: the success rate reached 68% for cases that proceeded past the initial meeting—significantly outperforming the national average of 53.1%.
- **Time Savings:** CAM proceedings also proved highly efficient. When the respondent participated and an agreement was reached, disputes were resolved in an average of 118 days. Compared to the 165-day average of other Italian mediation institutions, this represents a 28.4% time saving.

Innovation and Emerging Trends

- **Widespread Digitalization:** Innovation took center stage in 2025, with 90% of meetings held remotely. This highlights a well-established digital framework capable of ensuring accessibility and flexibility.
- **Voluntary & Specialized Mediation:** Voluntary mediation accounted for 23.6% of all cases. Additionally, CAM expanded its international reach and grew in specialized sectors, such as environmental mediation, which recorded 32 applications (an 18.5% increase).

The context: the Reform

The year 2025 saw the full consolidation of the regulations introduced by the "Cartabia Reform," which initially came into effect at the end of 2023. The most significant impact of this reform was a fundamental shift in the purpose of the initial mediation meeting.

Previously a free, purely informative session, the first mediation meeting has now become a substantive session subject to a legally mandated fee, which is scaled according to the financial value of the dispute.

At the conclusion of this initial meeting, the parties can choose:

- Immediate Settlement: Conclude an agreement right away, which triggers an additional statutory fee.
- Continued Negotiations: Proceed to further mediation sessions, with fees applied to subsequent meetings.
- Termination: End the mediation without an agreement, incurring no further costs.



Numbers

972 New filings in 2025

881 Proceedings completed in 2025

1434 Number of mediation meetings

230 Number of settlements in 2025, representing **26.2%** of cases closed



Innovation















**ONLINE MEDIATION
MEETINGS
90%**

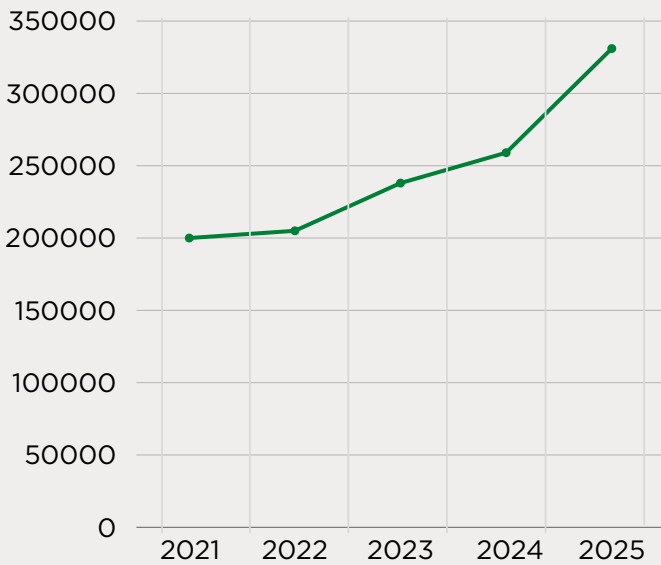


90% of meetings in 2025 were held remotely, confirming the almost complete digitisation of the process. According to 2025 data from the Minister of Justice, **51%** of proceedings in other mediation institutions were conducted online.

Matters: Changes in one year

		SUPPLY AGREEMENT	+300%
		CIVIL LIABILITY	+107%
		CONTRACT FOR WORK	+15%
<hr/>			
		ENERGY E GAS	-80%
		FINANCIAL CONTRACTS	-50%
		MEDICAL AND HEALTHCARE LIABILITY	-47%

Average value of proceedings

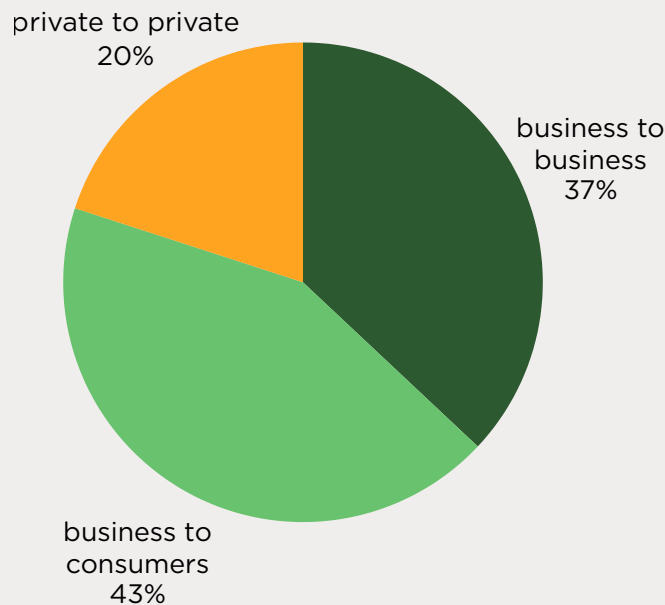


€331.000,00

is the average value of disputes

+39% is the average increase in value in one year

Mediation proceedings by Typology



Average length of Mediation proceedings

(where the invited party showed up and the parties reached an agreement)



118

for the CAM
Mediation
Service

165

for other Italian
Mediation
providers

Source: Minister of Justice, Q1 2025 data

-28,4%

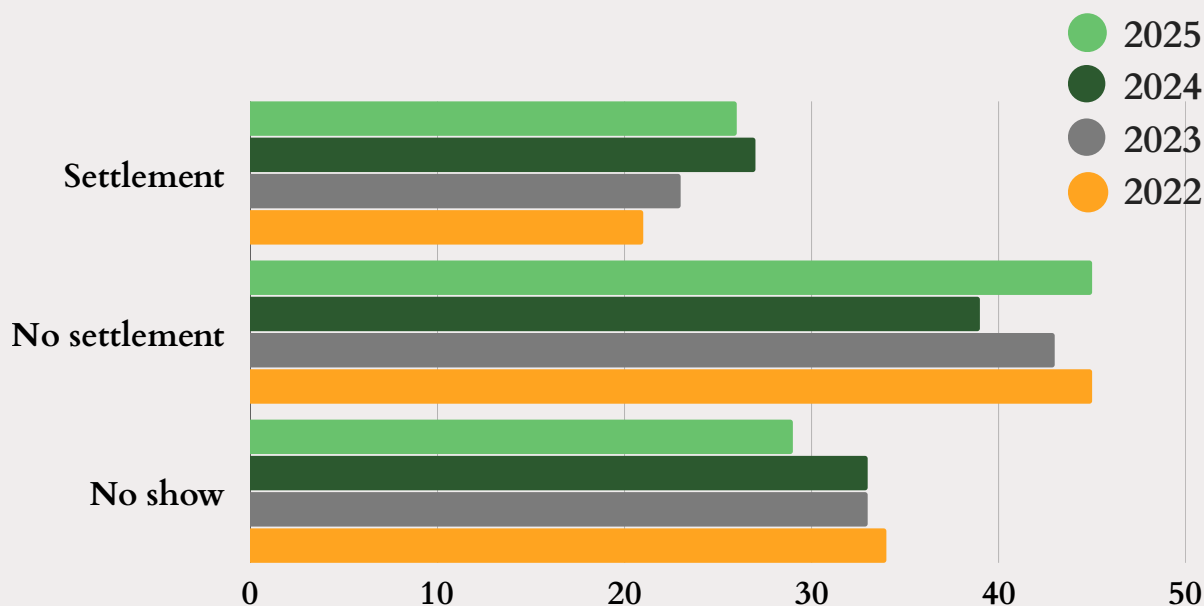
It is the time saving of the duration of CAM mediations compared to the national average

(Calculated on the basis of statistics from the Minister of Justice for proceedings in which the responding party appeared and the parties reached an agreement).

-3%

The variation in one year (2025 vs 2024) of the average duration of CAM proceedings.

Outcome of the proceedings



CAM success rate:
68%

This represents the percentage of agreements reached when the parties choose to proceed with mediation beyond the initial meeting. This figure significantly outperforms the national average of 53.1% recorded by other Italian mediation institutions.

(Source: Italian Ministry of Justice, 2025 data)



- **Settlement:** the parties have settled their dispute.
- **No settlement:** no agreement has been made.
- **No show:** the parties or the invited party refused to participate in the mediation proceedings.

International proceedings

25

INTERNATIONAL PROCEEDINGS*

(*with at least one foreign part)



32%



14%



9%



9%



9%



7%



5%



5%



5%



5%

Voluntary Mediation



23,6%

of mediation cases filed
at CAM are voluntary*

*Mediation is voluntary if the matter in dispute is not covered by Legislative Decree No. 28/2010, art. 5.1 which list a number of subject matters requiring an initial mediation attempt as a prerequisite for filing a lawsuit. Alternatively, the obligation to attempt mediation before going to court can be imposed either by a court order or by a specific contractual clause.

Mediation distribution by origin of the proceedings

78

cases referred by the judge

+24% in one year



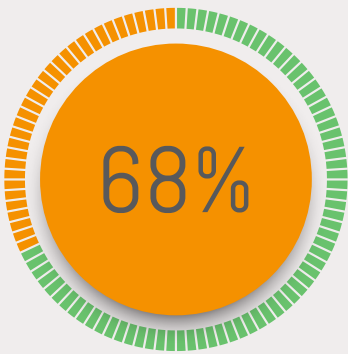
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provided for by a contractual clause (the parties agree at an early stage of their business relationship that, in the event of a dispute, mediation will be attempted)

-17% in one year

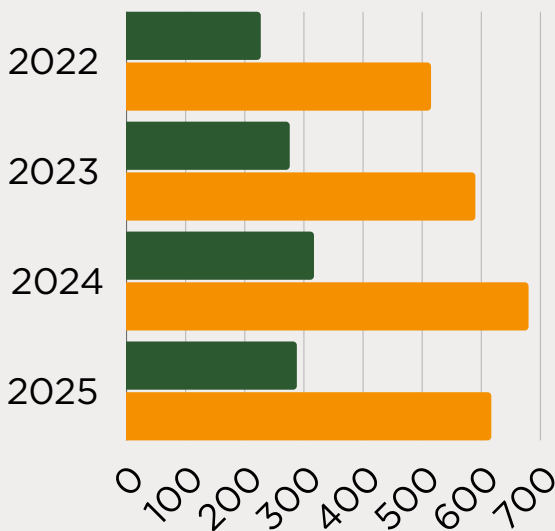


Gender Gap: appointments of female mediators in 2025 proceedings



Of the **905** cases assigned in 2025:

- **617** are cases assigned to female mediators, representing **68,2%** of the total;
- **288** are cases assigned to men, representing **31,8%** of the total.

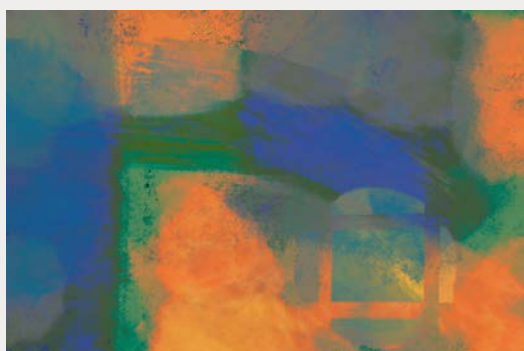


- **2022:** 742 cases assigned: 30,5% to male mediators, 69,5% to female mediators.
- **2023:** 866 cases assigned: 31,8% to male mediators, 68% to female mediators.
- **2024:** 997 cases assigned: 31,7% to male mediators, 68% to female mediators.
- **2025:** 905 cases assigned: 31,8% to male mediators, 68,2% to female mediators.



ADR Mediation: mediation in the art sector

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



10

art disputes
handled in 2025

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 adrarte@mi.camcom.it

"Fast Track Mediation"

The **Fast Track Mediation Rules (FTMR)** provide a parallel track featuring an informal, highly adaptable framework that can be tailored to the specific needs of the parties. The process is exceptionally straightforward, leaving full control of both the proceedings and the final outcome entirely in the hands of the parties involved.

The choice between the standard Italian Mediation System (under Legislative Decree No. 28/2010) and the FTMR rests entirely with the parties, often serving as a key element of their conflict management strategy.



Environmental Mediation



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

32

mediation requests on environmental matters in 2025; **+18,5%** compared to 2024.

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



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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🌐 <https://www.facilitambiente.it/>

Thank You!

Please, contact us for any enquiry

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