



June 2025

CIVIL MEDIATION ex D.L. 28/2010

January 1st – December 31st 2024

General Department for Statistics and Organizational Analysis (DGSTAT) of the Ministry of Justice



INDEX

1. Introduction	page 3
2. Focus on mediation bodies	page 5
3. Focus on case flows	page 5
4. Focus on the parties in mediation	page 6
5. Focus on the outcome of mediation	page 8
6. Focus on recourse to state aid and tax incentives	page 9



1. INTRODUCTION

The General Department for Statistics and Organizational Analysis (DGSTAT) of the Ministry of Justice has assumed responsibility for carrying out the statistical monitoring of mediation proceedings handled by authorized bodies since 2011, following the entry into force of Legislative Decree No. 28 of March 4, 2010.

Mediation bodies are public or private entities that provide a neutral and structured space for the resolution of civil and commercial disputes through mediation. These bodies are registered with the Ministry of Justice and ensure that mediation procedures are conducted properly, impartially, and with the necessary expertise.

The statistical survey is administered to all active Mediation bodies (those registered and operating) and covers all types of mediation—mandatory, voluntary, and court-referred. It collects both numerical data on case flows and a range of descriptive and economic information, such as the outcome of the procedure, the legal status of the parties, the subject matter, the fees paid, and more.

All active Mediation Bodies are required to respond to the current surveys. Failure to report case activity is considered an indication of inactivity and may lead to suspension and, in more serious cases, removal from the register.

The statistical survey of civil mediations is conducted quarterly and involves online submission or the upload of two CSV files to a dedicated portal of two data entry forms:

- Mediation Flow Data Collection Model (data entry form called “Summary”),
- Form for Individual Mediation Case (data entry form called “Mediation Form”).

The Summary Model records the total number of cases handled by each body during the reference period. In the Model, cases are classified according to their status (initially pending, incoming, resolved, finally pending, and first meeting) and subject matter (property rights, division, leasing, etc.).

The Single Mediation Form, on the other hand, collects summary information on each procedure defined, regardless of the outcome, in the reference quarter.



The collection process was completely reengineered in 2024 and is managed in the new Justice Datalake system.

Quarterly data collection for 2024 resumed in December, and in June we published the data processed for that period.

Compared to publications up to 2023, the data is now disseminated in different ways:

- Dashboards divided by topic and relating to data of greatest interest, which can be browsed online ([Dati e statistiche | Rilevazione sulla mediazione civile](#)),
- This analysis document, which is useful for highlighting certain results and maintaining continuity with publications produced up to 2023.



2. Focus on mediation bodies

The average participation in the survey by bodies accredited by the Ministry in 2024 was 77%; two mediation bodies presented anomalous data and were therefore excluded from the analysis.

It should be noted that further mediation bodies closed, falling from 580 on December 31, 2020, to 543 on December 31, 2024. In the period 2021-2024, 19 bodies applied for registration in the Register of Mediation bodies and were still active on December 31, 2024.

3. Focus on case flows

In 2024, approximately 162.194 civil mediations were registered, many of which were “mandatory as a condition of admissibility under the law” (78%). Voluntary cases accounted for approximately 10% of the total, while those referred by the judge accounted for approximately 12%, of which 92% were due to non-prosecutability for failure to comply with the obligation to attempt mediation.



**IMPACT OF
THE CARTABIA
REFORM**
(FROM JULY 1, 2023)

The number of mediations registered and referred by the judge amounted to approximately 18.540, representing 11.5% of the total incoming for the period. Approximately 56% of these proceedings relate to banking contracts and leases.

After numerous referrals to mediation by judges in the second half of 2023 (11.170, or 13% of incoming mediations for the period), referrals by judges declined in the first half of 2024, averaging 9.000 proceedings per half-year.

A comparison of incoming and resolved mediation in 2024 with those in 2023 shows a decrease of approximately 9% for incoming mediations and an increase of approximately 1% for resolved mediations. The same comparison with data from 2019, the pre-pandemic year, shows an increase of approximately 10% for incoming and 9% for resolved.



IMPACT OF THE CARTABIA REFORM <i>(FROM JULY 1, 2023)</i>	<i>Compared to 2019, the data show an increase in the use of mediation, even though the Cartabia Reform does not seem to have had a significant impact, at least so far.</i>
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4. Focus on the parties in mediation

These are the subjects covered by mediation, listed in order of participant involvement:

Subject	% of participation
Consortium	69,1%
Wills and inheritance	67,8%
Franchising	66,7%
Partnership Companies	65,6%
Partition	64,1%
Subcontracting contracts	63,2%
Condominium	63,1%
Business rents	61,4%
Property rights	60,0%
Network contracts	58,7%
Family covenants and agreements	56,8%
Service contracts	56,7%
Lease	55,8%
Other proceedings (non mandatory mediations)	53,2%
Bank contracts	52,3%
Supply contracts (including the provision of electricity, gas and water)	51,0%
Loans	48,9%
Medical malpractice damages	48,2%
Libel	45,2%
Participation Associations	41,8%
Financial contracts	34,7%
Insurance contracts	25,6%

As regards the initial meetings, which covered all proceedings incoming and pending at the beginning of 2024, in 59% of cases the parties decided to continue with mediation. The subjects with the highest percentage of continuation were:



subject	% of initial meetings held that proceed with mediation
Financial contracts	76,4%
Partition	71,2%
Wills and inheritance	68,2%
Condominium	67,0%
Property rights	64,2%
Family covenants and agreements	61,7%
Partnership Companies	59,8%
Other proceedings (non mandatory mediations)	59,1%
Franchising	58,0%
Lease	56,3%
Business rents	55,8%
Medical malpractice damages	53,0%
Network contracts	52,1%
Subcontracting contracts	52,0%
Consortium	51,3%
Loans	49,5%
Insurance contracts	49,4%
Participation Associations	44,9%
Service contracts	44,0%
Libel	40,8%
Bank contracts	39,2%
Supply contracts (including the provision of electricity, gas and water)	36,0%



<p>IMPACT OF THE CARTABIA REFORM (FROM JULY 1, 2023)</p>	<p><i>As expected, the trend in initial meetings has been upward due to the mandatory nature of these meetings under the Reform. While in the second half of 2023 they accounted for 59% of total incoming mediations and initial pending cases for the period considered, in the first half of 2024 they accounted for an average of 74%.</i></p>
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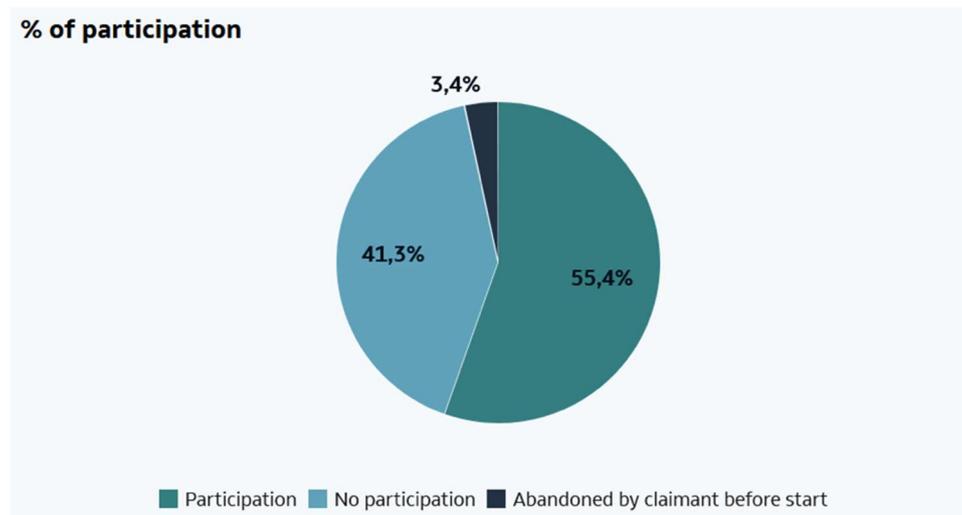
Telematic mediation accounted for 44% of proceedings resolved during the year, almost equaling mediation conducted in person (45%).



<p>IMPACT OF THE CARTABIA REFORM (FROM JULY 1, 2023)</p>	<p><i>The trend toward using electronic means appears to be growing, considering the percentage of appeals recorded in the second half of 2023 (34%).</i></p>
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The percentage of proceedings with a party appearing at the first meeting was 55.4%,

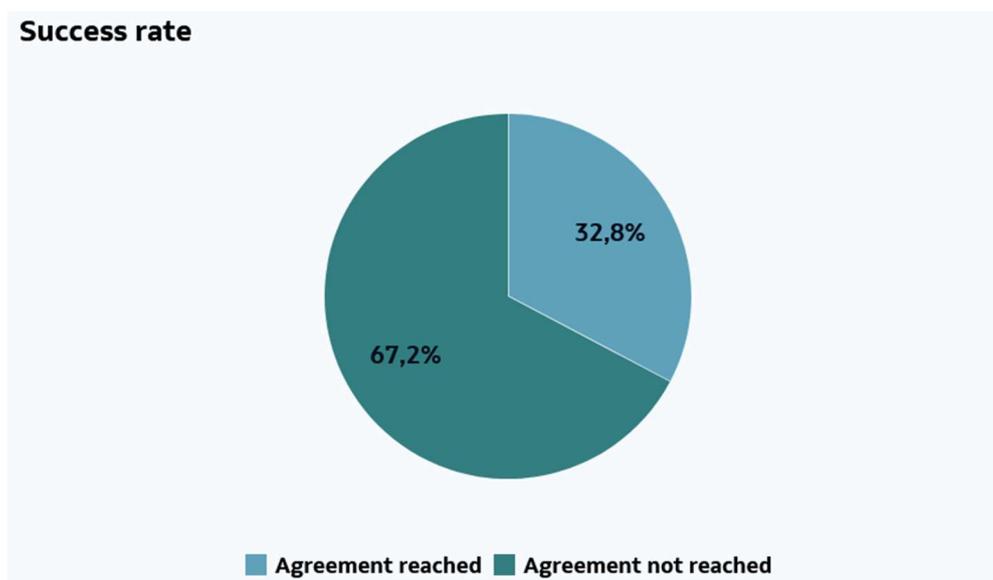


higher than that recorded in 2023 (52.5%), in 2022 (51.8%), in 2021 (50%), in 2020 (47.8%), and in 2019 (49.2%).

In voluntary mediation, where the parties are not required to be assisted by a lawyer, lawyers are nevertheless present in a very high proportion of cases (89% considering legal assistance for the proposers and 81% considering legal assistance for the participants).

5. Focus on the outcome of mediation

The percentage of agreements reached, in cases where the member appeared, was 32.8%,



higher than that recorded in 2023 (30.4%), in 2022 (28.9%) and in the period 2019-2021, when it averaged 28.2%.



The percentage of agreements reached, when the parties agree to sit down at the mediation table even after the first meeting, was 54%. Again, this figure is higher than that recorded in 2023 (50.1%), in 2022 (47.4%) and in the period 2019-2021 (46.3% on average).

The highest percentage of agreements (39%, rising to 61% if the parties agree to sit down at the mediation table even after the first informational meeting) is recorded in proceedings with a dispute value between €1.000 and €5.000. Similar considerations can be made for the €5.001-10.000 value class (38%, rising to 60% if the parties agree to sit down at the mediation table even after the first informational meeting).

With regard to the type of body receiving the mediation request, the highest rate of settlement with agreement reached (in cases where the parties agree to sit down at the mediation table even after the first information meeting) is observed for bodies belonging to “Chambers of Commerce” (57.8%), followed by “private bodies” (57.3%), “other associations” (52.7%), and bar associations (48.7%).

6. Focus on recourse to state aid and tax incentives

To encourage the use of mediation procedures, the Cartabia Reform has strengthened the tax benefits for the parties and their legal representatives and has recognized, with certainty, the right of the party to legal aid.

The Statistics and Organizational Analysis Department is responsible for monitoring this (Article 14 of the Ministerial Decree of August 1, 2023, for legal aid, and Article 16 of the Ministerial Decree of August 1, 2023, for tax credits). The initial findings are reported below:



<p>IMPACT OF THE CARTABIA REFORM (FROM JULY 1, 2023)</p>	<p><i>In 2024, 628 applications for out-of-court legal aid were submitted to the Bar Councils (COA). The Department of Justice Affairs (DAG), which is responsible for approving applications, accepted 121 applications in the same year. The subjects in which the most applications were submitted were division, inheritance, property rights, and leasing.</i></p> <p><i>In 2024, 716 procedures were submitted for mediation to request tax incentives, of which 554 (77%) were accepted by the DAG.</i></p>
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