



## **Complaints Procedure**

as of 1. December 2022

We are fully committed to providing you with the best possible mediation service in accordance with the very highest standards of honesty, integrity, quality and value for money.

Good communication is essential to all good relationships and we will always strive to assist you with any concerns that you may have following your mediation. In the unlikely event that you are dissatisfied with your mediation process, we will respond quickly and efficiently to your concerns.

If you do have a concern or a complaint, please contact us and raise your concern in writing.

Please include:

- Your name and full contact details
- The date of your mediation
- The name of your mediator
- Any relevant previous correspondence with the mediator
- A clear description of your concerns (if not covered above)
- Details of any suggestions or ideas you may have as to how the problem could be resolved
- Any other relevant information which might assist in addressing the issue

All complaints will be acknowledged in writing within five working days of receipt.

All complaints will be investigated and responded to within twenty-one working days of receipt with the results of our investigations and recommended proposals to resolve the issue. On occasions further time may be required, in which case you will be notified of this in writing.

In the event that you are not satisfied with the outcome of your complaint you may wish to refer the matter to the Civil Mediation Council (CMC):

The procedure for using the scheme begins by making contact with the CMC Registrar at [registrar@civilmediation.org](mailto:registrar@civilmediation.org) who will establish (1) that the complaint is about a member; and (2) that the complaint has been thorough and exhausted the member's own complaints process. The Registrar will then organise a mediation under the CMC Complaints Resolution Service.

Further information can be found on the CMC website at <https://civilmediation.org>.