

Mediation Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we want you to tell us about it.

Mediation Complaints Procedure

If you have a complaint please contact our Designated Complaints Handler, Tracey Williams, Finance Director, who will consider the issues raised. Ideally, this should be in writing, by email, detailing specifically the issues of concern you have, as this will ensure all issues are addressed in full.

Your complaint will be acknowledged within 10 working days of receipt and investigated within 30 working days of receipt.

There may be unavoidable delays such as absences on annual leave or sickness. You will be notified if the timescales as set out above cannot be met.

If you are not satisfied with the outcome of your complaint you may refer the matter to The Civil Mediation Council.

If our complaint response is not acceptable, the person making the complaint can ask the Civil Mediation Council to consider the complaint if certain criteria are met. Further information on how to make a complaint to the CMC can be found at:

<https://civilmediation.org/complaints/>