

COMPLAINTS PROCEDURE

1. If you have a complaint about my part in the mediation, please, in the first instance, address the complaint to me by email, if possible within two weeks of the incident complained of. I shall then endeavour to contact you in writing as soon as possible but no more than five days later, to acknowledge your complaint and try to resolve the matter.
2. All complaints will be investigated and responded to by me within 21 days of receipt. If further time is required for a response, I shall notify you in writing.
3. If my response is not acceptable to you, and it is not possible to resolve the matter, I shall refer the matter to an independent mediator within 14 days to read, and if necessary listen to your complaint orally, and make any recommendations that he or she may consider appropriate. I will listen to, and have regard, to any suggestions made. Any costs of the independent mediator will be borne by me.
4. If you are still not satisfied, you can appeal to the Civil Mediation Council on certain grounds. Details of how to do this can be found at <https://civilmediation.org/for-the-public/complaints/>