

Complaints Procedures

Please feel free to air any complaint verbally at first as I feel an informal discussion and direct approach over the telephone is often the best way to deal with any concerns/complaints.

In the unlikely event that you remain dissatisfied after discussing the matter, or if you prefer to lodge your complaint in writing, please write to me directly with full details:

- Your details including name, address and other contact details
- A clear description of your concerns or complaint
- Copies of all relevant paperwork
- Suggestions on what you would like done to put it right

What will happen next?

1. You can expect to receive an acknowledgement letter within five working days of receiving your complaint.
2. All complaints will be investigated and responded to within 21 working days of receipt. The procedure may on occasions require further time, in which case you will be notified of this in writing.
3. Investigating your complaint. This will normally involve the following steps:
 - I will examine your complaint and the information in your complaint, file and reply accordingly.
 - I will write to you confirming the final position on your complaint and explain the reasons for doing so.
 - A written record of the complaint will be kept.
4. Registered mediators have a feedback system which invites, receives, assesses and reviews, all comments by the parties and representatives in respect of mediations.
5. If you are still not satisfied with your response, you may refer your complaint to the Secretariat of the Civil Mediation Council. All complaints must be in writing and addressed to the CMC Secretariat at secretariat@civilmediation.org. On receipt of your e-mail the Secretariat will send you a complaint form to be completed and returned. Please note time limitations and conditions which are available on <https://civilmediation.org/for-the-public/complaints/>