

COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing a high-quality service to all users. When something goes wrong we need you to tell us about it. This will help us to maintain and improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details. If we have to change any of the timescales set out below we will let you know.

What will happen next?

- 1) We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure . We may at this stage ask you to confirm or explain your complaint in more detail. We may also suggest that we meet to clarify any details.
- 2) Once we have recorded your complaint in the central complaints register and opened a file for your complaint, we will fully investigate the complaint. This may involve one or more of the following steps.
 - a) If the complaint concerns a mediator, we will inform the mediator of the complaint and ask the mediator to give us their comments on your complaint. We will then examine their reply and the information in your complaint file. We may also speak with the mediator.
 - b) We may ask another independent mediator to investigate your complaint and report to us.
- 3) At this stage we would welcome the opportunity to meet with you. We would aim to be in a position to be able to meet with you and/or respond within 21 days of sending you the acknowledgement letter. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write fully to you setting out our views on the situation and any redress.
- 4) On occasions further time may be required in order to investigate the complaint fully. If so, we will keep you informed.
- 5) Or, if you attend a meeting with us we will write to you within four days of the meeting to confirm what took place and any solutions we have agreed with you.
- 6) At this stage, if you are still not satisfied, please contact us again. We will then arrange for the decision to be reviewed within the following 10 days. This may happen in one of the following ways.
 - a) We will arrange for someone who is not connected with the complaint to review the decision and/or
 - b) We will ask an external mediator to review the decision. This may take longer than 10 days in which case we will let you know how long this process will take.
- 7) We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
- 8) If the response is not accepted you can appeal to the Civil Mediation Council (CMC) on certain grounds. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>