

## Complaints procedure

If you sadly are not satisfied with the services provided by us please follow the following complaints procedure.

- A) Your complaint must be made within 3 months of the date of completion of the work by the mediator.
- B) You will need to email your complaint using our email address on the contacts page on our website.
- C) Please put as much detail about your complaint and what outcome you were hoping for within the context of the email.
- D) Please keep any relevant documents as these may be asked for once the complaint is being investigated.
- E) Once successful submission of the complaint email is made, we will acknowledge your complaint by email providing you with a reference number. Please allow up to 5 working day for a reply with that reference number.
- F) Once all information is gained, we will investigate your complaint taking into consideration points made within your complaint email.
- G) We may require to seek more information from yourself as part of the investigation.
- H) The task of the investigator is to establish if the mediator has provided you with a professional service.
- I) If the investigator believes your complaint concerns breach of standards or negligence, this may be forwarded onto the Civil Mediation Council for an independent review investigation.
- J) We will endeavour to send a copy of the investigators report within 21 days of the complaint made.
- K) Please note that if allegations of negligence or professional misconduct are made against the mediator, the decision or recommendation of the investigator may be to forward the complaint onto the Civil Mediation Council at the earliest opportunity.
- L) Appeals – if you are not happy with the outcome of the investigation into your complaint, you may appeal the decision by email outlining what areas you do not agree with. You have the right to appeal within 3 months of the receipt of the initial investigation.
- M) If the final response is not accepted, you can appeal to the Civil Mediation Council on certain grounds. You can find out more on [www.civilmediation.org/for-the-public/complaints/](http://www.civilmediation.org/for-the-public/complaints/) .

GDPR:

We will retain all documents and communications relating to the complaint made for a period of 5 years and then the data will be removed from our systems.

All our full terms and conditions are available by emailing us directly.