

Complaints

I hope you are always satisfied with my service. But we all know that sometimes things can go wrong.

If you have concerns, please discuss it with your legal adviser. They can help you understand whether it is about me, or something else about the case and the mediation.

If it is about me, your legal adviser or you should get in touch with me (initially by email) so we can discuss it.

You or your legal adviser can send me a feedback form (go to the Documents tab of my website).

I will endeavour to address and resolve your concerns informally.

If your concerns are still not resolved, then you can escalate to a complaint, which you will need to make in writing (email).

I will acknowledge your complaint in writing (by email) within five working days of receipt (please, note sometimes I may be away, in which case I will respond within five working days of my return to work).

All complaints will be investigated and responded to within 21 working days of receipt. On occasion, further time may be required, in which case I will notify you of that in writing (email).

If on further consideration I am unable to satisfy you, I can refer the complaint to somebody else for investigation.

At the conclusion of the complaints-handling process, a complainant may, in certain circumstances, refer the matter to the Civil Mediation Council (CMC). Such referrals are considered having regard to whether the matters raised could amount to Serious Professional Misconduct and could thereby meet the requisite high threshold of seriousness. Please note that, as a CMC referral relates only to matters which could give rise to Serious Professional Misconduct, this is not a route to compensation, redress, or resolution, and cannot be used to appeal, change, or otherwise alter or overrule the outcome of a Complaint Handling Procedure. Further information is available at: www.civilmediation.org/concerns