



## Mediation Service

## Complaints Policy

It is in everyone's best interests that complaints are resolved at the earliest possible stage. A complaint may be made in person, by telephone or in writing via letter or email.

All complaints will be acknowledged within 5 working days of receipt.

All complaints will be investigated and responded to in writing within 21 working days of receipt. On those occasions when further time may be required the complainant will be notified in writing.

Where necessary and possible the complaint will be handled by a person independent of the case.

In the event that the written response is not accepted the matter can be further pursued with the Civil Mediation Council. Details of the grounds that are available and how to proceed can be found at <https://civilmediation.org/for-the-public/complaints/>.

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 CHP. Further information is available at: [www.civilmediation.org/concerns](http://www.civilmediation.org/concerns)