



Complaints Process:

I aim to provide the highest standards of service as a mediator. If something was not to your satisfaction, please let me know and I will do my very best to try and help us resolve this together.

I am part of Mediator Network and provide my services in line with their Code of Excellence (the Code). You can see more about what this means here: <https://www.mediatornetwork.org/code-of-excellence>.

If you are unhappy with my services, you can follow my complaint process. If after following stages One and Two, you are still unsatisfied with the outcome, you can refer your complaint to Civil Mediation Council who will review this in respect of my requirements and obligations under the Code.

Stage 1:

Please talk to me directly. You can email me or pick up the phone and I will attempt to resolve your issue promptly between us. Any complaints made will be acknowledged within 5 working days.

Stage 2:

If the complaint is not investigated and remedied between us within 21 days of formal notification of the complaint, I will suggest that we use a form of dispute resolution such as mediation, expert determination or arbitration using an independent professional. You can choose your own practitioner, but we can agree to have one allocated or recommended to us by Mediator Network.

Stage 3:

If the complaint remains unresolved following Stages 1 and 2, you can write to Civil Mediation Council to request a review of the outcome under its complaints policy. Whilst the Civil Mediation Council can review adherence to the Code, your legal rights will remain unaffected throughout any legal or complaint process.

Details of the Civil Mediation Council's appeals process can be found here:

<https://civilmediation.org/for-the-public/complaints/>