

United Kingdom Complaints Procedure

If you have a complaint about the mediation service you received, please feel free to call me to discuss.

If you remain dissatisfied after discussing the matter with me, or if you would prefer to make a written complaint initially, please write to me directly with full details of your complaint.

Whenever a written complaint is made:

1. All complaints will be acknowledged in writing within 5 working days of receipt.
2. All complaints will be investigated and responded to within 21 working days of receipt. Further time may be required on occasion, in which case the complainant will be notified of this in writing.
3. If the response is not accepted, the complainant can appeal to the Civil Mediation Council (CMC) on certain grounds. All complaints must be in writing and addressed to the CMC Secretariat at secretariat@civilmediation.org. On receipt of your e-mail the Secretariat will send you a complaint form to be completed and returned.
4. Please note that appeals to the CMC must be made within 1 month of conclusion of consideration of the complaint and, in any event, within 6 months of the events giving rise to the complaint. Further details regarding time limitations and conditions applicable to appeals are available at <https://civilmediation.org/for-the-public/complaints/>