

MRSLS's Complaints Procedure Second Edition - November 2020

Our approach

We aim to provide an excellent client service at all times. If however you feel at any time that we have let you down and you wish to make a complaint we promise to:

- Acknowledge the complaint promptly
- Be open and receptive to your feedback
- Undertake a review in a dispassionate and objective way
- Treat your complaint confidentially

How to make a complaint

You should first contact the mediator who handled your mediation to see whether your concerns can be addressed promptly by a direct dialogue. You can contact the mediator through any of the contact channels shown on this web site, including by telephone, although if the complaint cannot be resolved by an oral discussion we will ask you to put your complaint in writing. We will provide a written reply to all written complaints.

Process and timing

All written complaints will be acknowledged within 5 working days of being received. If we require further information to investigate the complaint we will let you know and explain why it is needed.

We aim to provide our final substantive response within 21 working days from the date of receipt of the original written complaint. If there are unusual circumstances which mean we will require a little more time we will contact you to explain the reasons and confirm a revised timetable.

Right of independent review

If you are still not satisfied with our final response to your complaint you may refer the matter to the Civil Mediation Council (CMC) on certain grounds for further review.

CMC rules specify that this must be done within one month of conclusion of consideration of the complaint by us and in any event within 6 months of the events giving rise to the complaint. Complaints received outside these time limits will only be accepted at the discretion of the CMC.

All complaints must be in writing and addressed to the CMC Secretariat at:
secretariat@civilmediation.org

Further details of the CMC's appeal processes can be found here:
<https://civilmediation.org/for-the-public/complaints/>