

Mediation – complaints procedure

1. We will be receptive to any complaint and will consider it in detail and with the seriousness it merits. We will respond to any complaint promptly.
2. Any complaint will be treated confidentially.
3. We will take all criticism into account to improve our service in the future.

Who to contact

4. In the first instance, please raise any complaint or concern with Judith Hogarth (judith.hogarth@excellolaw.co.uk – 07725030342). We find that an informal discussion over the telephone is often the best way to deal with complaints.
5. Should you remain dissatisfied after discussing the matter, or if you prefer to write, please write to Judith Hogarth with full details. If you are emailing, please put the words 'Mediation – Complaint' in the subject line of the email so that we can be sure the email is not missed. It would also be helpful if you could include your name, the name of the party / parties on the other side of any mediation and the date of any mediation that has taken place or is booked. It would also be helpful if you could provide a telephone number (even if you have already provided one) to make sure that we have a record of it should we need to contact you urgently for any reason.
6. If writing is not an appropriate form of communicating for you, please let us know and we will arrange a telephone call instead.

What we will do

7. Upon receiving any complaint in writing we will acknowledge your complaint within five working days. The complaint will be investigated fully and in detail. We may need to contact you for further information.
8. We will normally provide a written response within 21 days of receiving the complaint although on occasion we may need a short extension to this timetable, which we will notify you of.
9. Your complaint will be investigated by an independent investigator.

10. If you are not satisfied with our response, you can appeal by referring your complaint to the Civil Mediation Council (CMC). Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>

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