

Mediation Complaints Procedure

Our service commitment

We recognise that complaints may arise from our service, and if this happens, we will take it seriously, investigate and respond promptly. In dealing with a complaint, we will treat the matter confidentially. We will take all criticism into account to improve our service in the future.

How to complain

In the first instance, please contact us to raise any complaints or concerns. We will do our best to resolve the matter through informal discussion, ideally over the telephone.

If you would prefer to write, please do so (jonathan@jg-associates.co.uk).

If you would prefer a meeting to discuss the matter, please let us know and we will arrange this as appropriate.

Please let us know your chosen method of contact.

How we will respond

We will acknowledge a complaint within 5 working days, and respond within 10 working days.

If we need further information, we will contact you by your chosen method to obtain it.

When we respond, we will seek to address each aspect of your complaint, provide our responses, and any actions we intend to take.

You will be invited to advise us if our response is satisfactory. If you are still not happy with our response, please let us know why.

How to take the complaint further if you are still unhappy

If you are dissatisfied with our response, you may refer your complaint to the Registrar at the Civil Mediation Council: registrar@civilmediation.org.