

## COMPLAINTS PROCEDURE

Should you wish to complain about any services received we would initially request that you address your concerns to the mediator who performed the mediation.

The mediator will acknowledge receipt of your complaint within 5 working days. Upon receipt an investigation will be carried out and a substantive response will be provided to you within 21 days. In the unlikely event that it is not possible to meet this deadline then a written explanation as to the reasons why will be provided within 21 days of the receipt of the complaint and a revised date for a formal response proposed.

If you are still not satisfied with our response, we will refer the matter to an independent mediator within 14 days to listen to your complaint and to make any recommendations that they may consider appropriate.

