

Complaints Procedure

The Mediation People aims to provide all of its customers with high quality mediation along with a positive experience. If this has not been achieved, for you, we would like to know so that we can address your concerns and make continuous improvements to our service. The other party will be notified that the complaint procedure has been evoked.

If you wish to make a complaint, please follow the steps below:

Step 1: Informal Resolution

Please raise your concern with The Mediation People, either face to face, by phone or email. (Contact details are provided in your letter of invite to mediation). We will listen, try to understand and take steps to address the issue. As practitioners in the field of conflict resolution, we would hope in most cases to resolve your complaint at this point.

Step 2: Contact the Professional Practice Consultant - Written Complaint

Should it not have been possible to address the complaint informally, the next step is for you to escalate the matter to our Professional Practise Consultant Dr. Lesley Allport. Please use the form below to put down, in writing, the nature of your complaint. Please return it to this email address lesley.allport@ladr.net or post to The Old Smithy, Great Bolas, Telford, Shropshire, TF6 6PQ. At this point mediation maybe actively considered. Your complaint will be acknowledged within 5 days and you will be contacted with 20 working days to address the complaint.

Step 3: College of Mediators

Failing to find a resolution you will be invited to submit your complaint to the College of Mediators;

by email to the College to the following address: admin@collegeofmediators.co.uk
or by phone using the following number: 0845 65 85 258

For further details of the College's complaints procedure please see the website: www.collegeofmediators.co.uk

YOUR DETAILS

Name:

Address:

Email:

Phone:

YOUR COMPLAINT

Please give details of your complaint and the circumstances:

Complaints Form