

Complaints

Independent Mediators ("IM") strive to provide the highest standards of service at all time.

We recognise that occasionally a client may feel that the service levels we have offered do not meet these standards and we are committed to resolve any resultant complaint speedily and effectively.

We operate the following procedure should a complaint be received:

1. Any complaint about our service quality should be made in writing to IM's Chief Executive, Nicky Doble ("the CEO") - nicky.doble@independentmediators.co.uk
2. The CEO will contact you to acknowledge receipt of your complaint within 48 hours and will set out the process that will be adopted to investigate your complaint and a timetable for response.
3. The complaint will be investigated by either the CEO or a mediator from within Independent Mediators Ltd.
4. It is our intention to give a written response within 14 days of the receipt of the complaint.
5. This complaints procedure will take into account the confidentiality provisions contained in the Mediation Agreement signed by and binding upon all parties including the mediator.
6. If the response is not accepted the complainant can appeal to the Civil Mediation Council (CMC) on certain grounds. The CMC operates a final stage complaints procedure, whereby it can consider complaints from those people who have exhausted a mediator's own complaints procedures. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>

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