

### **Complaints procedure:**

We strive to ensure that the service we provide is of the highest standard and we endeavour to treat all our clients, as well as all those involved in a mediation, fairly and with respect. Should you believe we fail to reach these standards and you want to make a complaint please write to Bruce Bourne at the above email or postal address. Please include:

- Your name and address as well as any necessary contact details.
- A clear description of your complaint and how the issue arose.
- Your view on what we can do to resolve your complaint.

All complaints will be acknowledged in writing within 5 working days of receipt

All complaints will be investigated and responded to by Bruce Bourne within 21 working days of receipt. Bruce Bourne will write to you confirming the outcome of his investigation and let you know what actions have or will be taken. On very rare occasions further time may be required, in which case, you will be notified in writing of the reason for the extended timescale.

If Bruce Bourne's response to your complaint is not acceptable to you, you can appeal to the Civil Mediation Council on certain grounds. Any appeal must be within one month of receipt of Bruce Bourne's investigation report noted above.

Details of the Civil Mediation Council's appeal processes can be found here:

<https://civilmediation.org/for-the-public/complaints/>