

# *Mediation Resolution*

## **COMPLAINTS PROCEDURE**

Mediation Resolution ('MR') and its mediators will always seek to provide a high standard of service and to that end, they will use all reasonable endeavours.

Should a client believe that the service levels provided have not met such a standard, MR is committed to resolve any complaint made as a consequence speedily, fairly and effectively.

Should a client wish to make a complaint the following procedure should be adopted and following by both MR and the complainant:

1. Any complaint about our service quality should be made in writing and by email to our Director, Kevin Smyth ([kevinsmyth48@gmail.com](mailto:kevinsmyth48@gmail.com)).
2. The Director will acknowledge receipt of the complaint by email within 72 hours and he will stipulate a process to be adopted to investigate the complaint together with a timetable starting with the date of his acknowledgement and ending with a date by when he judges that it will have been possible to adjudicate finally upon the complaint, and any actions to be taken in the light of the adjudicator's findings and decision. All reasonable endeavours will be made to deal with the complaint within the timeline stipulated by the Director.
3. Initially the complaint will be investigated by the Director who will consult with the complainant for the purposes of determining whether he, or another mediator, should take over the conduct of the investigation with a view to adjudicating upon it, along with any remedy sought by the complainant.
4. It is MR's intention to deliver a written response to the complaint, or any amplification of it which is requested, within 28 days of the date when it was first received.
5. MR's complaints procedure will be subject to the confidentiality provisions set out in the Mediation Agreement should the complaint relate to any aspect of the mediation process, including any acts or omissions on MR's or the mediator's part, following its and/or the mediator's initial instruction by either party to thedispute.to conduct the mediation.
6. Should the complainant not be satisfied with the response to the complaint, he, she or a body corporate may prosecute an appeal to the Civil Mediation Council (CMC) within a specified timescale but on certain grounds only. Both are detailed in the CMC's Appeals Procedures which are published at <https://civilmediation.org/for-the-public/complaints/>.  
The CMC can only entertain appeals from complainants who have exhausted a mediation provider's or a mediator's own complaints procedures.

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