

Complaints procedure

Mediation4 aims to ensure all customers enjoy an excellent level of service. Should any of our customers not be happy with the service received we would welcome the opportunity to discuss with them and improve the service we offer. Any customer wishing to raise a complaint should follow this procedure.

Stage 1: Informal Complaint

Complainants are asked in the first instance to raise the issue directly with the Mediation4 employee you have dealt with. The employee will listen to your concerns and use their best endeavours to resolve your concerns informally.

Stage 2: Formal Complaint

If you are not satisfied by the response to your Informal Complaint, you can make a formal complaint to the Director, Marc Reid. Mediation4 will respond to and manage complaints promptly and confidentially.

Complaints should be made in writing by email or letter. Following the receipt of a formal complaint, your complaint will be acknowledged in writing within three working days.

Mediation4 will fully investigate your complaint. Within fifteen working days the person handling your complaint will respond to you and provide you with the conclusions, recommendations and any proposed actions. If you are still dissatisfied with the response you may escalate the complaint as detailed in Stage 3.

Stage 3: Formal complaint to accrediting body or Civil Mediation Council

If you are not satisfied with the outcome of the internal investigation or we are not able to deal with the complaint, you may contact the accrediting body, Centre for Effective Dispute Resolution or appeal to the Civil Mediation Council (details of which can be found here <https://civilmediation.org/for-the-public/complaints/>).