



LAKELAND MEDIATION SOLUTIONS

Complaints Procedure

We hope you have no cause for complaint, however, Lakeland Mediation Solutions recognises that sometimes things may not go as smoothly as we would have liked. If you are unhappy with the service that you have received from us, we are anxious to know about it.

How to complain

During the mediation itself, please raise the issue with the mediator as soon as possible so that the problem can be dealt with straight away.

After mediation, the procedure is to communicate your experience in writing by either email to admin@lakelandmediationsolutions.co.uk or writing to *Lakeland Mediation Solutions c/o Dawn Stainer* at the address below:

*Lakeland Mediation Solutions
2, Horncop Lane,
Kendal,
Cumbria,
LA9 4SR*

Your complaint will be acknowledged within 5 working days and you will receive a response within 21 days. On occasions, further time may be required and in such cases we will notify you of this in writing.

Lakeland Mediation Solutions hopes that we can resolve things to your satisfaction, however, if you are still unhappy and wish to take your complaint further, you may refer the matter to the CMC (Civil Mediation Council). This must be done within one month of the conclusion of consideration of the complaint by the mediator and in any event 6 months of the event giving rise to the complaint.

All complaints must be in writing and addressed to the CMC at complaints@civilmediation.org.

Further information can be found at: <https://civilmediation.org/for-the-public/complaints/>.

CMC Registered
Mediator 2025

Accredited Workplace and Civil and Commercial Mediation

admin@lakelandmediationsolutions.co.uk