

## MEDIATION COMPLAINTS PROCEDURE

In addition to proactively gathering and analysing client feedback, Inman Cox Mediation (ICM) also operates the following complaints procedure. A complaint is defined as an expression of dissatisfaction, made orally or in writing, to a mediator or to a member of staff. The relative seriousness of a complaint can be difficult to assess, however we assume that all complaints are potentially serious and therefore all complaints should be recorded and analysed.

Any concerns about mediators or staff which relate to mediation should be raised in the first instance with James Inman.

If you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint. We set out the steps to do so in our formal complaints procedure below. We reserve the right not to deal with complaints made more than 12 months from the date of the event complained of.

### Making a formal complaint

Please address your formal letter

of complaint to:

James Inman

6 Pound Close

Godalming

Surrey

GU7 1BU

and provide the following

details:

- Your name and address
- Which mediator or member of staff you are complaining about
- The detail of the complaint
- How you would like it resolved.

Within 21 days of your letter being received a senior mediator will investigate the complaint. In any case, the person investigating the complaint will be someone other than the person you are complaining about.

The person handling the investigation will write to you as soon as possible to let you know that they have been appointed and that they will reply to your complaint within 21 days. If they find

later that they are not going to be able to reply within 21 days they will set a new date for their reply and inform you.

- Their reply will set out with the following information and format:
- The nature and scope of their investigation
- The conclusion on each complaint and the basis for their conclusion
- If they find that you are justified in your complaint
- Their proposals for resolving the complaint.

A written record of the formal complaint and all other related papers, replies, etc. will be kept on file for a period of six years.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. If such a complaint is made, we will assume that you are authorising those investigating the complaint to view all the papers or other correspondence relevant to the matter.

We hope that you will use our procedure and that this will resolve any outstanding issues. However, if you are unhappy with the outcome, you do have the choice of taking up your complaint with the Civil Mediation Council.