



MEDIATION COMPLAINTS PROCEDURE

If you have a complaint to raise in respect of the service you have received from your mediator please raise this by following the following procedure:

1. Please set out the details of your complaint in writing and send to jdedman@worksmarthr.co.uk
2. Complaints will be acknowledged in writing within 5 working days of receipt.
3. Complaints will be investigated and responded to within 21 working days of receipt. If, for any reason further time is required to investigate the complaint, you will be notified of this in writing.
4. Investigations will be carried out by somebody other than the mediator that the complaint relates to.
5. You will be notified of the outcome of the investigation into your complaint in writing.
6. If you wish to appeal the outcome of the investigation you should set out the details of the appeal in writing and send to jdedman@worksmarthr.co.uk
7. Appeals will be acknowledged in writing within 5 working days of receipt.
8. Further appeals can be made to the Civil Mediation Council (CMC). Details of the CMC's appeal process can be accessed here