

**MEDIATION SOLVE**  
**COMPLAINTS PROCEDURE**

We are committed to providing a high quality service to our users. We consistently seek to improve our service standards. We take all comments and complaints seriously and aim to learn from them.

If you are not satisfied with the level of service you have received from Mediation Solve, or one of the mediator(s) involved in your case, we would like to hear from you, even if you do not want to make a formal complaint. If you do need to complain, we hope that we can not only resolve the complaint to your satisfaction, but also have the opportunity to put things right and review our procedures. Please address all complaints to:

Mediation Solve  
20 High Beech Lane  
Chepstow  
Monmouthshire  
NP16 5BQ

Email: [complaints@mediationsolve.co.uk](mailto:complaints@mediationsolve.co.uk)

Your complaint will be passed to one of our committee members for investigation. Please note that if your complaint is against one of our committee members, he/she will take no role in conducting the complaint investigation.

**HOW TO MAKE A COMPLAINT**

**Information Required**

Please provide:

- Your full name (and e-mail address) to which a response should be sent.
- Advice as to whether your complaint is about the service provided by [name] or about the activities of the mediator(s).
- Details of your complaint, including details of names, dates, times etc.
- A factual account of events, together with details of what you think is wrong and how you would like it to be corrected.

**HOW WE HANDLE YOUR COMPLAINT**

- All complaints will be treated seriously and fairly regardless as to whether they are made in person, by phone or in writing.
- All complaints will be treated confidentially.
- We will accept your complaint by telephon, e-mail or letter.

- If it is registered by telephone, we will set out your conversation with us in writing and forward you a copy for you to agree within five working days, together with the contact details of the committee member dealing with the complaint.
- We will acknowledge contact by e-mail or letter within two working days, together with appropriate contact details.
- All complaints and comments will be examined thoroughly in order to identify any patterns.
- If the complaint is about Mediation Solve or our administration or website, we will:
  1. investigate and respond within five working days of the acknowledgement letter.
  2. set out in our response:
    - the details of your complaint and confirm that we have correctly interpreted it.
    - the background, issues and circumstances around it.
    - whether we have made a mistake or not.
    - why we have reached our decision.

If the complaint is about a mediator, we will:

1. Forward the complaint to the mediator.
2. Seek confirmation from the mediator that a full response will be sent to you within ten working days of receipt of the complaint by the mediator. If a response cannot be sent out within ten working days, then we will ask the mediator to explain why there will be a delay and a revised timescale will be issued.
3. Provide you with the mediator details for any further enquiries regarding your complaint.
4. The mediator will be asked to set out a response as follows:
  - the details of your complaint confirming that we have correctly interpreted it.
  - the background, issues and circumstances around it.
  - whether a mistake has been made or not.
  - why that decision has been reached.

## **FURTHER REPRESENTATIONS**

If you are unhappy with the response to your complaint or the way in which it was handled, you should write to:

The Chair of the Committee  
Mediation Solve  
85 St Barnabas Road  
Woodford Green  
Essex  
IG8 7BT

Please explain why you remain dissatisfied, what your (outstanding) concerns are and how you would like to see them addressed.

On receipt of the information we will:

- acknowledge receipt of your further concerns within two working days of receipt of the complaint by the Chair.
- advise you of the names of a further two Committee members who will be looking into the matter on your behalf.
- carry out further investigations.
- forward a full response in five working days of the acknowledgement letter.
- inform you if there is likely to be a delay in providing a written response, set out the reasons for the delay, and provide a revised timescale.
- produce a report prepared by the Committee members which will set out the response in the format highlighted above.