



Our Complaints Policy

We are committed to providing a high-quality mediation service to all our clients. Whilst we are committed to high levels of service and good reputation, we also recognise that there may be times when things may not always go as planned. If you feel less than satisfied with any of our Mediation work and would like to raise a complaint, then we need you to tell us about it. This will help us to improve our standards and rectify your concerns.

Our complaints procedure

If you have a complaint, in the first instance, please feel free to call the mediator who dealt with your case. We feel that often an informal discussion is the best way to deal with any concerns/complaints.

In the unlikely event that you remain dissatisfied, or if you prefer to submit your complaint in writing, please write to your mediator providing full details of your concerns. Please include your name, the name of the party/parties of the mediation in question and the date of mediation. Please also provide an up-to-date contact number to ensure we have an updated record of it should we need to contact you.

If you remain unhappy after receiving the mediator's response, or if the complaint does not relate to a particular mediator but is about an aspect of our administration, you should write to our Complaints Partner at **Lions Farm, Langham Lane, Boxted, Colchester, Essex CO4 5HY**

What happens next?

1. Within 5 working days of receipt, we will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint.
2. Within 7 working days of receipt, we will record your complaint in our Complaints Register.
3. All complaints will be investigated and responded to within 21 working days of receipt. Should the procedure require further time for any reason, you will be notified of this in writing.



MONTAGE MEDIATION



4. In the case of Registered Mediation Providers, the investigation will be carried out by somebody other than the mediator that the complaint relates to.
5. We will then start to investigate your complaint. This will normally involve the following steps:
 - The mediator who acted for you will reply to your complaint within five days. Pursuant to clause 4 above, the investigation may be carried out by somebody other than the mediator.
 - S/he will examine your complaint and the information in your complaint file and reply accordingly.
 - S/he will write to you confirming the final position on your complaint and explain the reasons for doing so.

Registered mediators have a feedback system which invites, receives, assesses and reviews, all comments by the parties and their lawyers and representatives in respect of mediations.

If you are still not satisfied with your response, you may refer your complaint to the Secretariat of the Civil Mediation Council. All complaints must be in writing and addressed to the CMC Secretariat at secretariat@civilmediation.org. On receipt of your e-mail the Secretariat will send you a complaint form to be completed and returned. Please note time limitations and conditions which are available on <https://civilmediation.org/for-the-public/complaints/>

