

## COMPLAINTS

Initial complaints should aim to be rectified directly with myself.

Should any client feel that the service they have received falls below the expected standards, and I have failed to rectify the issue, I operate the following formal complaints procedure.

Where timescales are defined within this procedure, they are maximum durations, and I will always strive to fulfil the respective step as soon as is possible.

1. You should send an email to [peterh@peterhigginsmediation.com](mailto:peterh@peterhigginsmediation.com) entering "Formal Complaint" in the subject area. In order to deal with your complaint as swiftly as possible your email should provide the following.
  - a. A brief description of the issue.
  - b. A brief description of any steps taken to resolve the issue informally.
  - c. If appropriate, any potential resolution to the issue that you can foresee.
2. You will receive a response to acknowledge your complaint within no more than 5 working days. This will include a request for any further clarification of information required and a suggestion on how the complaint will be investigated and dealt with.
3. An appropriate investigation will be carried out, which will include, as necessary, discussions with yourself or other parties as required.
4. You will receive a conclusion to your complaint, including any suggested actions to resolve your complaint, by email within no more than 15 working days. Should the suggested resolution be accepted this will be enacted and no further steps in this procedure will be required.
5. Should the suggested resolution to your complaint not be acceptable, you can appeal this explaining your reasons why and suggesting any alternative resolution that you feel could be considered or any information that may have been missed.
6. I will consider your appeal and any further information provided and will respond within no more than 5 working days with a final conclusion. This conclusion may or may not be different to that reached in step 4 of this procedure. Should the suggested resolution be accepted at this stage it will be enacted and no further steps in this procedure will be required.
7. You will receive a conclusion to your complaint, including any suggested actions to resolve your complaint, by email within no more than 15 working days.
8. Should the suggested resolution at step 7 be accepted this will be enacted. No further steps will be taken regarding the complaint.
9. If the response is not accepted you can appeal to the CMC (Civil Mediation Council) on certain grounds. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>