

THREE BIRDS MEDIATION

COMPLAINTS POLICY

We are committed to providing high-quality and user-friendly civil and commercial mediation services to the best of our professional abilities.

We strive always to act with the utmost integrity, fairness and respect towards mediation participants and others involved in the mediation process, in accordance with the European Code of Conduct for Mediators and international best practices.

However, we recognise that on occasion mediation participants may feel that something has gone wrong. Where this is the case, we will address any concerns or complaints in a prompt, fair and transparent manner as set out below:

1. Mediation participants should raise any concerns or complaint in writing as soon as possible.
2. All complaints will be acknowledged in writing within 5 business days of receipt of the written complaint.
3. All complaints will be investigated impartially by an independent senior mediator or practising lawyer and typically responded to within 21 working days of receipt. Please note that on occasion further time may be required, and if this is the case, the complainant will be notified in writing.
4. If the complainant is not satisfied with the outcome, they may appeal to the CMC on certain grounds within one month from the date on which the outcome was notified to them.

For more information, please visit: <https://civilmediation.org/complaints>