

THE PROPERTY MEDIATORS COMPLAINTS PROCEDURE

1. The Property Mediators are committed to providing high quality mediation services and will take any complaint very seriously. We are constantly trying to improve our mediation skills and so will also treat any complaint as an opportunity to learn and develop.
2. If you are not satisfied with any aspect of our service please, in the first instance, address the complaint to the mediator concerned, by email, if possible within two weeks of the incident complained of. The mediator will then contact you as soon as possible, but no more than two weeks later, to try to resolve the matter.
3. If this process is not acceptable to you, or if it is not possible to resolve the matter, it will be referred within two weeks to another one of The Property Mediators.
4. If you are still not satisfied we will refer the matter to an independent mediator to listen to your complaint and to make any recommendations that he or she may consider appropriate. The mediator will listen to and have regard to any suggestions made. Any costs of the independent mediator will be borne by The Property Mediators.