

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 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 in writing as soon as possible but no more than five days later, to acknowledge your complaint and try to resolve the matter.
3. All complaints will be investigated and responded to within 21 days of receipt. If further time is required for a response, you will be notified in writing.
4. If this process is not acceptable to you, or if it is not possible to resolve the matter, it will be referred within five days to another one of The Property Mediators.
5. If you are still not satisfied we will refer the matter to an independent mediator within 14 days 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.
6. If you are still not satisfied you can appeal to the Civil Mediation Council on certain grounds. Details of how to do this can be found at <https://civilmediation.org/for-the-public/complaints/>