

Complaints Policy – Positive Action

I will always strive to offer the best possible service to all my clients. I'm committed to maintaining the highest standards of professionalism in mediation and to acting in a user-friendly and efficient fashion. However, I do acknowledge that on occasion things can go wrong. In those instances, it is important that you let me know; in order that I can try to put matters right, and also in the hope that I might learn from whatever has gone amiss and improve the service I provide in future.

Complaints Process

1. In the first instance, please feel free to speak to me directly to air any issues. My work telephone number is 07484 888735.
2. If you do not receive satisfaction from our conversation or conversations, please write to me, either to the address below, or via e-mail to mike@bassmediation.co.uk.
3. I will acknowledge receipt of your complaint within 5 working days of receipt.
4. Following receipt of your (written) complaint, I will consider the matter and respond in writing within 21 working days.
5. Should I require more time for review, I will notify you of this in writing.
6. In certain instances, I may think it best to ask a fellow mediator (accredited and/or registered) to advise me - to assist in resolving the issue. However, I will not do this without seeking your express (written) permission first.
7. If, having exhausted this process, you remain dissatisfied with any aspect of my handling of your complaint, you may still have recourse to appeal to the Civil Mediation Council (CMC). Further details regarding CMC's complaints and appeal process may be found at: <https://civilmediation.org/for-the-public/complaints/>

January 2023