

Mediation Complaints Procedure

Members of Chambers who are registered as mediators with the Civil Mediation Council are committed to providing high quality mediation services and we will take any complaint very seriously.

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.

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.

If you are still not satisfied, then you may wish to make use of the Chambers complaints procedure. You will find a copy of that procedure [here](#).

Please note that this procedure only deals with service issues, and it is not usually appropriate for chambers to deal with allegations of professional negligence or serious misconduct under the Code of Conduct.

If you are still not satisfied, you can also appeal to the Civil Mediation Council on certain grounds. Details of how to do this can be found [here](#).