

# Complaints Procedure

## 1. Introduction

Wilson Mediation Services is committed to providing a high standard of mediation services to our clients. However, we recognise that there may be occasions where clients or other stakeholders are dissatisfied with our services and wish to make a complaint. This procedure outlines how complaints are handled to ensure they are dealt with promptly, fairly, and effectively.

## 2. Scope

This complaints procedure applies to complaints received from clients and other stakeholders of Wilson Mediation Services regarding the services provided by our mediators and the administrative processes of our organisation.

## 3. Making a Complaint

Complaints should be made in writing (by letter or email) and addressed to:

Complaints Officer  
Wilson Mediation Services  
Hoe Moor  
Dodwell Lane  
Bursledon  
Hampshire  
SO31 1AB

[nigel@wilsonmediation.co.uk](mailto:nigel@wilsonmediation.co.uk)

### Complaints should include:

- The complainant's name, contact information, and relationship to Wilson Mediation Services (e.g., client, participant, observer).
- A clear description of the complaint, including relevant dates and names of individuals involved.
- Any supporting documents or evidence relevant to the complaint.

#### **4. Acknowledgment of Complaint**

- Upon receipt of a complaint, Wilson Mediation Services will send an acknowledgment to the complainant within 5 working days.
- The acknowledgment will include the name and contact details of the person handling the complaint.

#### **5. Investigation**

- The investigation will be carried out by a person other than the mediator to whom the complaint relates. This person may, as necessary, be an independent third party.
- The investigator will conduct a thorough investigation into the complaint, including gathering relevant information and speaking with individuals involved, if necessary.
- The investigation will be completed promptly.

#### **6. Resolution**

- Following the investigation, and within 21 days from receipt of the complaint, Wilson Mediation Services will provide a written response to the complainant outlining the findings of the investigation and any actions taken or proposed to resolve the complaint.
- If additional time is needed to complete the investigation, the complainant will be informed and provided with an estimated timeframe for the response.

#### **7. Review**

- If the complainant remains dissatisfied with the response, they may request a review of the decision by writing to the Complaints Officer within 10 working days of receiving the response.
- The review will be conducted by a person other than the mediator to whom the complaint relates. This person may, as necessary, be an independent third party.

#### **8. Final Decision**

- Following the review, Wilson Mediation Services will issue a final written response to the complainant, including any further actions taken or proposed.
- This response will be issued within 20 working days from the date of the request for review.

## 9. External Redress

If the complainant remains dissatisfied after the internal complaints process has been exhausted, they may refer their complaint to the Civil Mediation Council (CMC) for further consideration. Details of the circumstances under which CMC will consider an appeal together with process for making an appeal, which must be in writing, can be found at <https://civilmediation.org/for-the-public/complaints/> and are set out below in detail.

### CMC Appeal process

1. The CMC requires all Regulated Mediators, Registered Mediation Providers and to have a published complaints handling procedure in place. If you have a complaint about a mediator or mediation provider in respect of the service they have provided you must first complain to that mediator or the provider.
2. If you are not satisfied with the outcome of your complaint at that stage you may refer the matter to the CMC on one of the grounds set out below. This must be done within one month of conclusion of consideration of the complaint by the mediator or provider and in any event within 6 months of the events giving rise to the complaint. Complaints received outside these time limits will only be accepted at the discretion of the CMC.
3. All complaints must be in writing and addressed to the CMC at [complaints@civilmediation.org](mailto:complaints@civilmediation.org). On receipt of your e-mail the CMC will send you a complaint form to be completed and returned.
4. Complaints can only be considered by the CMC if they concern an individual or organisation which is a member of the CMC. The CMC regrets that it cannot consider complaints against non-members.
5. All documents relating to the complaint must be submitted with the complaints form or, if any are unavailable, you must give an indication as to when they will be supplied. In submitting a complaint you consent to all information you supply and any accompanying documents being disclosed to the other party to the complaint, to the CMC's Complaints and Discipline Committee, the CMC Board and to other relevant third parties which may include other regulators.
6. Complaints may be made on the following grounds only:

A complaint may be made against a **Regulated Mediator (i.e. CMC Associate, Registered or Fellow)** on the grounds that they no longer meet the requirements for Regulation (Rule 1 (i)); and/or they are not a fit and proper person to hold Regulated status (Rule 1 (ii)).

A complaint may be made against a **Registered Provider** on the grounds that it no longer meets the requirements for Registration (Rule 3 (i); and/or the service provided by the Provider does not meet generally acceptable standards (Rule 3 (ii)).

A complaint may be made against any **Member of the CMC** (whether an Individual or Organisation, and whether Registered or not) on the grounds that they have brought the CMC or the mediation profession or the mediation process into disrepute (Rule 6).

7. Complaints will be dealt with in accordance with the procedures adopted by the Complaints and Discipline Committee of the CMC from time to time. A copy of the Rules is available on request from the Secretariat.

8. All communications must be made in writing, but in its absolute discretion the CMC may also accept oral representations from the parties.

9. The determination of a complaint by the CMC and any disciplinary measures imposed are final and no further appeal will be entertained.

10. The CMC will progress your complaint with due diligence and in most cases provide a final determination within 6 months of receipt of the complaint.

As a result of a complaint being upheld, the CMC can take disciplinary action against members.

## 10. Confidentiality and Record Keeping

- All complaints will be handled confidentially and in accordance with data protection legislation.
- Records of complaints and their outcomes will be retained for a minimum of six years for monitoring and continuous improvement purposes.

## 11. Contact Information

For further information or assistance regarding the complaint's procedure, please contact the Complaints Officer at the address provided above.

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This complaints procedure ensures compliance with the requirements set out by the Civil Mediation Council (CMC) and provides a transparent and accountable process for addressing complaints effectively.

