

Complaints Procedure

As a member of the Civil Mediation Council (CMC) SSF Business Consulting operates a complaint handling procedure in compliance with the Civil Mediation Council (CMC) standards.

All individual Regulated Mediators must investigate complaints made against them; all Registered Mediation Providers must investigate complaints made against them or against mediators appointed by them.

This document sets out the minimum requirements that Regulated Mediators' and Registered Mediation Providers' own complaints procedures must contain.

All complaints procedures must be readily accessible to members of the public and clearly visible to potential mediation participants from the outset of the mediator's appointment, including being available on the mediator or provider's website.

1. All complaints will be acknowledged in writing within 5 working days of receipt
2. All complaints will be investigated and responded to within 21 working days of receipt. On occasions further time may be required, in which case the complainant should be notified of this in writing.
3. The investigation will be carried out by somebody other than the mediator that the complaint relates to.
4. If the response is not accepted the complainant can appeal to the CMC on certain grounds. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>
5. Regulated Mediators and Registered Mediation are required to keep written records of any complaints received.

To make a complaint please contact:

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