

## Complaints procedure

1. We will take any complaint very seriously. If you are not satisfied with any aspect of our service, please address these with Joe Lott by e-mail ([joelott@reframemediation.co.uk](mailto:joelott@reframemediation.co.uk)), if possible within 14 days of the incident complained of.
2. We will acknowledge receipt of your complaint within 5 working days of receipt.
3. All complaints will be investigated and responded to within 21 days of receipt. We will notify you in writing if further time is required for a response.
4. Hopefully, we will be able to resolve matters with you directly. However, if you inform us within 14 days of receiving our response that you are still not satisfied, we will refer the matter to an independent mediator within 14 days of receiving your notification. The independent mediator will consider your complaint and make any recommendations they consider appropriate. We will bear the costs of the independent mediator.
5. If you are still not satisfied, you may be able to appeal to the Civil Mediation Council on certain grounds. Further information about the Civil Mediation Council's appeal process can be found at <https://civilmediation.org/complaints/>.