

Mediation Complaints Procedure

Gotelee Solicitors LLP operates the following complaints procedure for any complaints relating to its Mediation Services. A complaint is defined as an expression of dissatisfaction, made orally or in writing, to a mediator or to a member of staff about a Gotelee mediator.

The relative seriousness of a complaint can be difficult to assess, however we assume that all complaints are potentially serious and therefore all complaints should be recorded and analysed.

Any concerns about mediators or staff which relate to mediation should be raised in the first instance with Andrew West or Kay Baker.

If you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint. We set out the steps to do so in our formal complaints procedure below. We reserve the right not to deal with complaints made more than 12 months from the date of the event complained of.

Making a formal complaint

Please address your formal letter of complaint to Timothy Humpage, Partner Member, at Gotelee Solicitors LLP and provide the following details:

- Your name and address;
- Which mediator or member of staff you are complaining about;
- The detail of the complaint; and
- How you would like it resolved.

Timothy Humpage will write to you within 5 days of receipt of your letter to let you know that he will investigate and reply to your complaint within 21 days. If he finds later that he is not going to be able to reply within 21 days, he will set a new date for his reply and inform you. The reply will set out:

- The nature and scope of the investigation;
- The conclusion on each complaint and the basis for their conclusion;
- If he finds that you are justified in your complaint;
- The proposals for resolving the complaint.

A written record of the formal complaint and all other related papers, replies, etc. will be kept on file for a period of six years.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary (including anyone else we consider necessary to involve in the complaint and its investigation, including the mediator or staff member about whom you have complained). If such a complaint is made, we will assume that you are authorising those investigating the complaint to view all the papers or other correspondence relevant to the matter.

If you are dissatisfied with the response, you can appeal to the Civil Mediation Council on certain grounds. Details of the CMC's appeal processes can be found here:

<https://civilmediation.org/for-the-public/complaints>