



CONFLICT RESOLUTION LTD

Complaints Policy

1. All complaints must be made by email to any of Conflict Resolution Ltd's email addresses.
2. All complaints will be acknowledged within 5 working days of receipt. The day of receipt by email being Day 1.
3. All complaints will be investigated and responded to within 20 working days of receipt. Should further time be required in order to complete the investigation, the complainant will be notified in writing.
4. The investigation will be carried by someone other than the mediator to which the complaint relates.
5. In the event that the complainant is not satisfied with the outcome of the investigation, a complaint can be made to the Civil Mediation Council (CMC). Details of how to make a complaint to the CMC can be found here:
<https://civilmediation.org/complaints/>