



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. At the conclusion of the complaints-handling process, a complainant may, in certain circumstances, refer the matter to the Civil Mediation Council (CMC). Such referrals are considered having regard to whether the matters raised could amount to Serious Professional Misconduct and could thereby meet the requisite high threshold of seriousness. Please note that, as a CMC referral relates only to matters which could give rise to Serious Professional Misconduct, this is not a route to compensation, redress, or resolution, and cannot be used to appeal, change, or otherwise alter or overrule the outcome of a

CHP. Further information is available at:
www.civilmediation.org/concerns