



## ***Effective Mediation***

We hope that you will not need to raise an issue with us about the service we offer. If you do have a complaint we would like to hear about it and will do our best to resolve any concerns you may have.

### **Complaints**

1. Please raise the issue with the mediator in the first case so he or she can sort things out as quickly as possible. Any feedback is welcome as it helps us to improve our service.
2. If that does not resolve things, you should make a more formal complaint to Effective Mediation by putting your thoughts in writing, telling us about your experience. We will acknowledge receipt within 7 days.
3. All complaints should be addressed to [info@effectivemediation.co.uk](mailto:info@effectivemediation.co.uk). The mediator in question will explain their understanding of the situation and a full response will be sent to you within one month of your complaint being received.
4. If you are still not satisfied with the information you have been given, the matter will be passed to the Professional Practice consultant ('PPC') who supervises the mediator in question. In the normal course of events, they will acknowledge receipt of your email within 7 days of receiving it. Once a full review has been undertaken and the mediator concerned has explained their understanding of the situation, the PPC will respond to you in writing.
5. A full response will be sent to you within 1 month of receipt by the PPC.
6. We hope to address any concerns you may have. If you do wish to take the matter further, then the next step is to contact the mediator's professional body:  
  
The College of Mediators, Unit 1, Old Birley Street, Manchester, M15 5RF.
7. To comply with the EU ADR Directive if there is an ongoing issue we are required to sign-post you to an approved Certified ADR provider, in our case, Small Claims Mediation (UK) Ltd., 33 Leicester Road, Blaby, Leicester, LE8 4GR.  
  
This does not mean that we have to use ADR or this provider, but you have been informed of an approved certified ADR provider.
8. We are also obliged to sign-post you to the link for the ODR (online dispute resolution) platform – <http://ec.europa.eu/odr>