



Law South Mediation internal complaints procedure

At Law South Mediation, we aim to provide the best possible service at the highest standard for all our service users. When occasionally things do unfortunately go wrong, we want to know about it so that we can put matters right. Here below is a straightforward complaints procedure. Please use it if you think you need to.

Making a complaint

Step 1

Tell us that you are not satisfied. Tell us why that is, and what you would like us to do about it. Do this by e-mailing or writing to our office. You will receive an acknowledgement within two working days, and a response within ten working days. In most cases, we will be able to resolve your problem at this stage.

Step 2

If you are not happy with the outcome of Step 1, you can make a formal complaint by writing to us at our office address (Metro House, Northgate, Chichester, West Sussex PO19 1BE). Our Chief Executive will contact you to discuss your problem and to agree a process and timetable for attempting to resolve it. We will investigate your complaint thoroughly and fairly. You will receive a written response at the end of this process.

Step 3

If Law South Mediation's internal complaints procedure fails to achieve an acceptable outcome, we would ask you to contact the Civil Mediation Council's Independent Mediation Complaints Review Body. This scheme can be contacted through their web site at <http://www.civilmediation.org>