

## **Law South Mediation internal complaints procedure**

At Law South Mediation, we aim to provide the best possible service at the highest standard to 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. You can do this by phoning, sending e-mail or writing to our office. You will receive a response within a maximum of four 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 (Southgate Place, 41-42 Southgate, Chichester, West Sussex, PO19 1ET). Our Chief Executive will contact you to discuss your problem and to agree a process and timetable for attempting to resolve it. You will receive a written response at the end of this process.