

## Complaints Procedure

A copy of the Claremont Mediation Complaints Policy is available on the website at [www.claremontmediation.co.uk](http://www.claremontmediation.co.uk)

Any formal complaint about Claremont Mediation or any mediator working for Claremont Mediation should be emailed to Claremont Mediation at [enquiry@claremontmediation.co.uk](mailto:enquiry@claremontmediation.co.uk)

Claremont Mediation commits to:

- acknowledge any complaint in writing within 7 working days of receipt;
- investigate and respond to all complaints within 21 working days of receipt.

It may be necessary depending on the nature of the complaint that additional time may be required, in which case Claremont Mediation will notify the complainant in writing.

We hope that we will be able to resolve complaints internally. Any investigation will be carried out by another Mediator working for Claremont Mediation. If the complaint also relates to that mediator, or it can't be resolved internally then the complainant may contact the following:

For Civil or Workplace related mediations it shall be referred to a member of the Association of Welsh and Border County Mediators- [Association of Wales and Border Counties Mediators](#)

For Family related mediations, every qualified family mediator recognised by the Family Mediation Council is required to have **a professional practice consultant (PPC), who provides the mediator with professional support and guidance.**

The mediator to whom the complaint relates must inform their PPC about the complaint and within 7 days of receiving the complaint in writing, or as soon as reasonably practicable, written copies of all correspondence relating to the complaint will be sent to at least one of our PPCs.

We will usually offer a meeting with you, and will always consider doing so. Any meeting concerning your complaint may include the mediator or mediators concerned, one of our PPCs or an independent mediator. Written records of any meeting and discussions must be kept on both the case file, and our own professional files.

### *Appeals following the outcome and decision of an investigation*

Following the decision of an investigation an appeal may be made within 5 working days of receipt of the investigation decision. An appeal may be made to:

For Civil/Workplace related disputes to a completely different member of the Association of Welsh and Border County Mediators to whom first heard the complaint will be appointed to review the complaint.

For Family related disputes if we are unable to resolve the complaint with you with the help of the mediator's PPC, a completely independent person qualified to act as a PPC will be appointed to review the complaint.

Any appeal shall be acknowledged within 14 working days of receipt and will be investigated and responded to within 21 working days of receipt.

### *Oversight bodies*

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](http://www.civilmediation.org/concerns)

Further details of the CMC's complaints guidance can be found here: [Complaint Guidance 251210](#)

For Family disputes, further details of the Family Mediation Council's (FMC) complaints procedure can be found here: <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>.