

MEDIATION COMPLAINTS PROCEDURE

LN Consulting Ltd

Last Updated: 22 November 2024

LN Consulting Ltd aim to provide a professional and satisfactory service, if a client is not satisfied then we would wish to be made aware immediately and have had the opportunity to discuss it informally.

1. Purpose of this Procedure

This procedure outlines how to make a complaint about LN Consulting Ltd mediation services and ensures that all concerns are addressed fairly, promptly, and transparently.

2. Scope

This procedure applies to any individual or organization who has engaged the mediation services of Louise Nicholls at LN Consulting Ltd and wishes to raise a complaint regarding the conduct, professionalism, or delivery of the mediation service.

3. Principles

We are committed to addressing complaints promptly and professionally; ensuring confidentiality and impartiality and learning from feedback to improve our services.

4. Informal Resolution

We encourage you to raise any concerns informally in the first instance. Many issues can be resolved quickly through open and honest communication.

Please contact us by email: louise@LNconsulting.co.uk

We will aim to respond to informal concerns within 5 working days

5. Formal Complaints Process

A participant may not appeal the result of a mediation without the following specified grounds having been met:

1. The assessor has given insufficient weight to extenuating circumstances; 2. The performance of the delegate has been adversely affected by extenuating circumstances which the delegate has, for good reason, been unable to make known to the assessor; 3. There has been a material administrative error at the time of assessment, or that material irregularities have occurred; 4. That the assessment has not been conducted using the expressed assessment criteria.

If the issue is not resolved informally or you prefer to submit a formal complaint, please follow these steps:

Step 1: Submit Your Complaint

Provide your complaint in writing by email, including:

- Your name and contact details.
- Details of the issue, including dates and specific concerns.
- Any supporting documents or evidence.

-Send your complaint to: Email: louise@LNconsulting.co.uk

We will acknowledge receipt of your complaint within 5 working days

Step 2: Investigation

- The complaint will be reviewed by the mediator. If necessary, we may contact you for further information or clarification.

We aim to complete the investigation within 21 working days and will inform you in writing if more time is needed.

Step 3: Outcome

You will receive a written response detailing:

- The outcome of the investigation; any actions to be taken to resolve the issue and if the complaint is upheld, we will outline the steps we will take to address the matter.

6. Appeal to CMC

We hope to resolve things but if you are not satisfied with the outcome, on certain grounds you may appeal to the professional body, Civil Mediation Council (CMC) details of how to do this: [Complaints – Civil Mediation](#)

7. Record Keeping

All complaints and their outcomes will be documented and retained in accordance with data protection laws.

8. Confidentiality

All complaints will be handled confidentially. Information will only be shared with individuals involved in the complaint process.

9. Feedback and Improvement

We value your feedback and use complaints to improve our services. If you have any suggestions for improvement, please let us know.

Contact Information

For any questions regarding this procedure, please contact us at:

Email louise@LNconsulting.co.uk