



Constructive Dispute Resolution UK

Complaints Procedure

Effective January 2024

We aim to offer an outstanding mediation service to all our clients and representatives. If our service for some reason falls short of these expectations, there is a process for lodging a complaint. This process applies to administration by Constructive Dispute Resolution UK and the conduct of your mediator. It cannot be used to appeal the outcome of any agreements reached during the course of the mediation.

How to make a complaint:

1. Please call us to discuss your concerns. We may be able to resolve the issue quickly and informally.
2. If you are not happy with the outcome and would like to take the issue further, or don't feel comfortable calling, please put your complaint in writing by email to info@constructiveresolution.co.uk or by post to Constructive Dispute Resolution UK, 61 Bridge Street, Kington, HR5 3DJ. Please include full details of your complaint.
3. We will write to you to acknowledge receipt of your written complaint within five working days.
4. We will investigate your complaint and respond to you in writing within 21 working days. We may need to contact you during the time to gather further information. If, for any reason, we are unable to respond fully within 21 days we will notify you in writing.
5. If you are not satisfied with our response you may request an independent review. We will arrange for an independent party to review the issue and our response. We will acknowledge receipt of your request within five working days. We will write to you with the outcome of the independent review within 21 working days. If for any reason this process is going to take longer, we will contact you.
6. If you are not satisfied with the independent review there are circumstances where complaints can be investigated by the Civil Mediation Council. This must be done within one month of receipt of the independent review and within six months of the events giving rise to the complaint. Full details can be found at civilmediation.org/complaints/

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