



Complaints Procedure

We hope you have no cause for complaint. Future Us Consultancy recognises that sometimes things may not go as smoothly as we would have liked. We want to know about service you are unhappy with, to be able to make you happy.

How to complain:

During the mediation itself, please raise the issue with the mediator as soon as possible so that the problem can be dealt with straight away.

After mediation, the procedure is to communicate your experience in writing within 7 days by either email to amanda@futureusconsultancy.co.uk or writing to Amanda Stewart at the address below:

*Future Us Consultancy Ltd
25 Hatherlow Court
Off Chew Moor Lane
Westhoughton
Bolton
BL5 3ZF*

Future Us Consultancy hope that we can resolve things to your satisfaction; should you still be unhappy and wish to take further the CMC (Civil Mediation Council) operates a final stage complaint procedure. They can be contacted at the address given below.

The Civil Mediation Council Ltd
100 St Pauls' Churchyard
3rdFloor
London
EC4M 8BU.