

Mediation Complaints Procedure – Mayes HR Consultancy Ltd

At Mayes HR Consulting Ltd, we are committed to delivering professional and high-quality mediation services. However, if you are dissatisfied with any aspect of our service, we take complaints seriously and will handle them in a fair, transparent, and timely manner.

1. **How to Make a Complaint:** If you wish to make a complaint, please submit it in writing via email or post. Complaints should include your full name, contact details, and a clear description of the issue, including any relevant supporting information.
2. **Acknowledgement of Complaints:** We will acknowledge receipt of your complaint in writing within **5 working days** of receiving it.
3. **Investigation and Response**
 - Your complaint will be investigated thoroughly and impartially.
 - We will provide a full response within **21 working days** of receipt.
 - If, for any reason, we require more time to complete our investigation, we will notify you in writing, explaining the reason for the delay and the expected timeframe for our response.
4. **Independent Review (For Mediation-Related Complaints)**
 - If your complaint relates to a mediator appointed by Mayes HR Consulting Ltd, the investigation will be conducted by someone other than the mediator in question to ensure impartiality.
5. **Appeals Process** If you are not satisfied with our response, you may appeal the decision within **10 working days** of receiving our response. Your appeal should be submitted in writing and include reasons why you believe the complaint was not adequately addressed. We will review your appeal and respond within **10 working days**.
6. **Further Escalation** If you remain dissatisfied with the outcome of your appeal, you may escalate your complaint to the Civil Mediation Council (CMC) on certain grounds. Details of the CMC's appeal process can be found at: <https://civilmediation.org/for-the-public/complaints/>
7. **Record Keeping** We maintain written records of all complaints and their resolutions to ensure accountability and continuous improvement.

For further information or to submit a complaint, please contact us at:
Mayes HR Consulting Ltd, Sheryl@MayesHR.com

We are committed to resolving any concerns in a professional and constructive manner.