

# TCALM Solutions Ltd Complaints Procedure

Our objective is to promote high standards of professional practice in mediation. Integral to the concept of good practice is a means of resolving disputes or complaints that may occasionally arise about the conduct of our mediators, and or our organisation. We aim to learn from complaints and use them to improve our service.

## 1. Our commitment to resolving complaints

We will respond to a complaint promptly  
We will respond to all complaints professionally and confidentially  
We take all complaints seriously  
We value all feedback on our services

## 2. Who to contact first with your complaint

Speak or write directly to your mediator with full details of your complaint. It would be helpful to include your full name, the name of the party / parties on the other side of any mediation and the date of any mediation that has taken place or is booked. Please provide a telephone number and email address (even if you have already provided one) to make sure that we have a record of it should we need to contact you urgently for any reason.

If the complaint is about an aspect of our administration or service, you should write directly to the individual mediator or managing director at the following address:

TCALM Solutions Ltd  
282 Leigh Road  
Leigh on Sea  
Essex, SS9 1BW

Email: [office@tcalmsolutionsltd.co.uk](mailto:office@tcalmsolutionsltd.co.uk)

Tel: 0208 895 6955

## 3. What we will do to resolve your complaint

We may need to contact you for further information on receipt of your complaint

The individual mediator or the managing director will acknowledge the complaint within five working days. The complaint will be investigated fully and in detail.

A written response from us will be provided within 60 working days, unless a short extension of that time period is required to further investigate, in which case we will discuss that with you.

## 4. If you are not satisfied with our response you may refer your complaint to:

College of Mediators  
Unit 16  
41 Old Birley Street  
Manchester  
M15 5RF

Email: [admin@collegeofmediators.co.uk](mailto:admin@collegeofmediators.co.uk)

Tel: 0845 65 85 258

Please note that the College of Mediators will only be able to deal with your complaint if TCALM Solutions Ltd internal complaints process has been fully exhausted and the complaint involves a potential breach of the code of mediation practice.