

TERMS AND CONDITIONS OF SERVICE

Terms and conditioned updated 18.10.19

These terms and conditions are subject to change.

Payment

All payments are due upon receipt of an invoice from TCALM Solutions Ltd.

The full terms of payment will be written on the invoice.

All the terms of service provided with the invoice will become void, if a payment is not received before the date stated on the invoice.

Terms of service to include mediation service, date and time of mediation appointment and venue of the appointment.

When payment is received late, TCALM Solutions Ltd, will aim to provide the terms of service (date, time and location of venue) provided on the invoice, within reason, dependent on mediators and venue availability.

Cancellation/ Refund Policy

The mediation session cannot be cancelled once the venue has been booked for the mediation session.

There are no refunds for a mediation that has been confirmed and booked. TCALM Solutions Ltd reserves the right to offer an alternative date and/or venue for the mediation, deduct an administration fee for changing the booking, a fee to cover the original meeting room booking and costs of the new meeting room booking, and any other associated costs with the changed mediation booking.

In exceptional circumstances where mediation services is terminated by the client, TCALM Solutions Ltd, can offer a partial refund reserving the right to deduct an administration fee for booking the mediation, a fee to cover the meeting room booking cost, and any other associated costs with the mediation service.

We offer a full refund in exceptional circumstances where mediation services are terminated by TCALM Solutions Ltd.

Complaints

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

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282 Leigh Road
Leigh on Sea
Essex, SS9 1BW
Email: office@tcalmsolutionsltd.co.uk
Tel: 0208 895 6955

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.*

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
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.