

**Complaints Procedure**

LADR aims to provide all its customers with a high quality experience of our services including mediation, training and supervision. If this has not been achieved for you, I would like to know so that I can address your particular concerns and make continuous improvements to these services.

If you wish to make a complaint, please follow the steps below:

**Step 1: Informal Resolution**

Please raise your concern with your mediator / trainer / supervisor, either face to face, by phone or email. (For contact details see below). S/he will listen, try to understand and take steps to address the issue. As practitioners in the field of conflict resolution, we would hope in most cases to resolve your complaint at this point.

**Step 2: Written Complaint**

Should it not have been possible to address the complaint informally, please use the form below to put down in writing the nature of your complaint and return it to Lesley Allport, LADR by email (lesley.allport@ladr.net) or post (The Old Smithy, Great Bolas, Telford, Shropshire, TF6 6PQ). Your complaint will be acknowledged within 5 days of receipt and you will be contacted within 21 working days to address the complaint. If your complaint is about Lesley Allport you may be contacted by another trainer or her registered PPC.

**Step 3: Mediation**

If the complaint remains unresolved at this stage, mediation will be actively considered as a means of resolving the issue. If Lesley Allport was your mediator or trainer, another person such as an independent trainer, member of the College of Mediators or registered PPC, would be approached by mutual agreement.

**Step 4: College of Mediators**

Failing a resolution at mediation you will be invited to submit your complaint to the College of Mediators:

* by email to the College to the following address: admin@collegeofmediators.co.uk
* or by phone using the following number: 0845 65 85 258

For further details of the College’s complaints procedure please see the website: [www.collegeofmediators.co.uk](http://www.collegeofmediators.co.uk)

**Complaints Form**

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| **YOUR DETAILS****Name:****Address:****Email:****Phone:****If your complaint is about training. please state which course you have just attended, giving the dates, location and the name of your trainer:** |
| **YOUR COMPLAINT****Please give details of your complaint and the circumstances:****Please outline any steps taken to address this issue so far:****How do you see this being resolved?** |