

MEDIATION COMPLAINTS PROCEDURE

Our commitment

We will be receptive to any complaint and will consider it in detail and with the seriousness it merits. We will respond to any complaint promptly. Any complaint will be treated confidentially and will not affect our future service to you. We will take all criticism into account to improve our service in the future.

Who to contact

In the first instance, please raise any complaint or concern with Ben Goss. An informal discussion over the telephone (+44 (0)7771 667 435) is often the best way to deal with complaints.

Should you remain dissatisfied after discussing the matter, or if you prefer to write, please write to Ben directly (ben@gossmaritime.com or Ridgewood, Water Lane, Oxted, Surrey, RH8 0SA, UK) with full details. It would be helpful if you could include your 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. It would also be helpful if you could provide a telephone number (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.

What we will do

Upon receiving any complaint in writing, we will acknowledge your complaint within five working days. The complaint will be investigated fully and in detail. We may need to contact you for further information. Thereafter a written response will be provided within ten working days, unless a short extension of that time period is required, in which case we will discuss that with you.

If the response is not accepted, you can appeal to the CMC on certain grounds. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>