

GERAINT PINCHES ADR GROUP ACCREDITED CIVIL AND COMMERCIAL MEDIATOR

Mediation Complaints Procedure

Pinco Consulting Services Limited, trading as “Geraint Pinches, ADR Group Accredited Civil and Commercial Mediator” operates the following complaints procedure for any complaints relating to its Mediation services.

1. A complaint is defined as an expression of dissatisfaction, made in writing, to Geraint Pinches about his conduct or services as a mediator.
2. The relative seriousness of a complaint can be difficult to assess, however we assume that all complaints are potentially serious and therefore all complaints will be recorded in writing by us.
3. Any concern or complaint about the conduct of, or services provided by, Geraint Pinches or Pinco Consulting Services Limited which relate to mediation should first be raised with Geraint Pinches directly in writing by email to geraint@geraintpinches.com.
4. We will acknowledge receipt of your written complaint within 5 working days of the date on which we receive it.
5. We will aim to provide our detailed written response to your complaint within 15 working days of receiving it.
6. On occasion, we may need to ask more questions to clarify an issue or otherwise the nature of the complaint may be more complicated such that we require more time to investigate and respond to it than provided for at paragraph 5. If that is the case, we will let you know by no later than the 15th working day after we receive your complaint how much longer we will need to respond in detail and the date by which we will send that detailed response to you.
7. Our detailed written response will confirm whether the complaint is justified and upheld or is not justified and not upheld. If the complaint is upheld, we will include in our response written proposals to deal with the complaint to your reasonable satisfaction.
8. We keep a written record of all complaints made.
9. If, after completion of the procedure outlined above, you feel that the complaint, concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint / appeal to the Civil Mediation Council. The CMC can investigate complaints in certain circumstances. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/complaints/>

Pinco Consulting Services Limited

t/a Geraint Pinches, ADR Group Accredited Civil and Commercial Mediator

19 July 2022