

# CVM Mediation

Resolving disputes, preserving relationships

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## Complaints Procedure

Information to clients wishing to complain

In respect of complaints in relation to a member of our staff acting as a mediator your complaint should be sent in the first instance to:

Carlison Morris

[carlisonmorris@gmail.com](mailto:carlisonmorris@gmail.com)

Ph#: +44 (0)7595023553

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- your desired outcome from your complaint

1. Complaints will be acknowledged in writing within 5 working days of receipt of the written complaint.
2. All complaints will be investigated and responded to within 21 working days of receipt. Please note that on occasions further time may be required, and if that is the case the complainant will be notified of this in writing.
3. If the response is not accepted, the complainant can appeal to the CMC details of the CMC's appeal processes can be found here:

Complaints — Civil Mediation <https://civilmediation.org/complaints>

Within one year of the act or omission about which you are complaining.