

# Complaints Procedure

As a Regulated Mediator, I am committed to offering a fair, transparent, and professional service. If you are unhappy with any aspect of my practice, you are welcome to raise a complaint. I take all concerns seriously and will work with you to resolve matters as promptly as possible.

This procedure explains how you can make a complaint, how it will be handled, and the steps available if you remain dissatisfied.

## 1. How to Make a Complaint

You can submit a complaint in writing via email or letter. Please include:

- Your name and contact details
- A clear description of your concerns
- Any relevant dates, documents, or information

Complaints should be sent to:

**Paula Cox – Mediator**  
**Email: paula@paulacoxmediation.co.uk**

All complaints will be handled confidentially.

## 2. Acknowledgement

I will acknowledge your complaint **in writing within 5 working days** of receiving it.

## 3. Investigation and Response

I will carry out a full and fair investigation into the issues you have raised.

You will receive a **written response within 21 working days** of your complaint being received.

If, for any reason, more time is required—for example, due to the complexity of the concerns—I will update you in writing and let you know when you can expect a full response.

## 4. Appeals or Further Steps

If you are unhappy with the outcome, you may request a review of the decision. You must do so **within 14 working days** of receiving the response.

A review will be completed, and a written outcome sent to you **within 21 working days** of your request.

## 5. Appeal to the Civil Mediation Council (CMC)

If you remain dissatisfied after completing my complaints process, you may be able to appeal to the Civil Mediation Council (CMC) on specific grounds.

Information about the CMC's complaints and appeals process can be found here:  
<https://civilmediation.org/for-the-public/complaints/>

## 6. Record Keeping

I will keep written records of all complaints received, including details of the issues raised, the investigation undertaken, and the outcome. These records help ensure accountability and continual improvement in my practice.