ALISON PATERSON

CONSTRUCTION LAW

**COMPLAINTS PROCEDURE**

We are committed to providing the service stated under the terms of our signed agreement. If for any reason any aspect of our service has been overlooked we will follow up as soon as we are alerted to this.

This policy applies as soon as the appointment agreement is signed. Prior to that where no appointment exists this policy does not apply.

This policy further does not apply if the matter relates to a Freedom of Information or Data Protection issue. In this circumstance, you should contact the FOI/DPA officer, Alison Paterson directly.

**When to use this complaints procedure**

Most problems can be resolved without a formal complaint. Please first raise the matter with us first. If you don’t get a satisfactory response, or do not wish to raise the matter in this way please follow the process below.

**Complaint Process**

Please submit a complaint by email to Alison Paterson, enquire@alisonpaterson.co.uk

* The complaint will be acknowledged within 5 working days of receipt.
* All complaints will be investigated and responded to within 21 working days of receipt. The procedure may specify that on occasions further time may be required, in which case the complainant will be notified of this in writing.
* On completion of the investigation the decision will be communicated to the complainant and a record of the decision will be retained on file.
* If following the procedure above, you are not satisfied with the outcome of your complaint you may refer the matter to the CMC on one of the grounds set out below. This must be done within one month of conclusion of consideration of the complaint by the mediator or provider and in any event within 6 months of the events giving rise to the complaint. Complaints received outside these time limits will only be accepted at the discretion of the CMC., Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>
* All complaints to the CMC must be in writing and addressed to the CMC at complaints@civilmediation.org. On receipt of your e-mail the CMC will respond with a complaint form to be completed and returned.

**CMC Grounds for Complaint**

A complaint may be made against a **Regulated Mediator (i.e. CMC Associate, Registered or Fellow)** on the grounds that they no longer meet the requirements for Regulation (Rule 1 (i)); and/or they are not a fit and proper person to hold Regulated status (Rule 1 (ii)).

A complaint may be made against a**Registered Provider** on the grounds that it no longer meets the requirements for Registration (Rule 3 (i); and/or the service provided by the Provider does not meet generally acceptable standards (Rule 3 (ii)).

A complaint may be made against an organisation which offers a **Registered Training Course** on the ground that it no longer meets the requirements for Registration (Rule 5).

A complaint may be made against any **Member of the CMC** (whether an Individual or Organisation, and whether Registered or not) on the grounds that they have brought the CMC or the mediation profession or the mediation process into disrepute (Rule 6).