MCMS Mediation Complaints Handling Procedure

We are committed to providing a professional, impartial and high-quality mediation service. We take any concerns or complaints seriously and aim to address them promptly, fairly and transparently. This procedure explains how complaints about our mediation services or the conduct of our mediators will be handled.

1. How to make a complaint

If you have a complaint about our mediation services or the conduct of a mediator, please submit it in writing to:

Complaints Contact: Cassie Leaver
Email: Cassie.Leaver@mcms.co.uk
Postal Address: 45 Tabernacle Street, London, EC2A 4AA

Please provide details of your complaint, including the mediation or mediator concerned, the nature of your concerns and any relevant supporting information. Our complaints procedure is available on our website and will be brought to the attention of mediation participants at the outset of the mediator's appointment.

2. Acknowledgement of complaints

We will acknowledge receipt of your complaint promptly and in writing, normally within 7 calendar days of receiving it.

3. Investigation and response

Complaints will be reviewed fairly and impartially by a person of appropriate seniority who, wherever possible, has not previously been involved in the matter complained of. We will investigate the concerns raised and provide a substantive written response within 28 calendar days of acknowledging the complaint setting out our findings and, where appropriate, any actions to be taken. If we are unable to provide a full response within this period, we will explain the reasons for the delay and provide an updated timeframe.

5. Referral to the Civil Mediation Council

At the conclusion of our complaints-handling process, a complainant may, in certain circumstances, refer the matter to the Civil Mediation Council (CMC). The CMC considers referrals having regard to whether the matters raised could amount to Serious Professional Misconduct and thereby meet the requisite high threshold of seriousness. A referral to the CMC is not a route to compensation, redress or resolution. The CMC cannot be used to appeal, change, alter or overrule the outcome of our complaints-handling procedure. Further information is available at: https://civilmediation.org/concerns/

6. Record keeping

We maintain a record of complaints received, the actions taken and the outcomes reached for a minimum of three years. These records will be made available to the Civil Mediation Council upon request.