

Complaints Process

1. If, for whatever reason, you would like to raise a complaint, please feel free to raise this orally in the first instance as we may be able to put matters right straight away.
2. If you do not feel the matter is resolved, please submit your complaint in writing by email to me at: karima.fahmy@independentneutral.com. Please include the following details:
 - Your name, address and other contact details.
 - A clear description of your concerns or complaint.
 - Copies of all relevant letters or other documents.
3. I will acknowledge receipt of your complaint within 5 working days of receipt.
4. All complaints will be investigated and responded to within 21 working days of receipt. If further time is required to complete the investigation we will notify you of this in writing. The investigation will be carried out by an individual other than the mediator that the complaint relates to.
5. In the event that you remain dissatisfied with any aspect of our handling of your complaint, then you can appeal to the Civil Mediation Council on certain grounds. Details of the CMC's appeal processes can be found here:
<https://civilmediation.org/for-the-public/complaints/>