

# Assist Mediation Ltd.

## Complaints Procedure



### Our complaints policy

Our commitment is to provide confidential and high-quality dispute resolution mediation services for all our clients. If any of our clients feel unsatisfied with our mediation/ADR (alternative dispute resolution) service and you like to raise a complaint, then we like to guide you through our complaints process so that, we can improve our standards of service and satisfy your concerns.

### Complaints procedure

All complaints and concerns must follow our complaint procedure as follows:

1 – For any complaints about our services you must contact the person dealing with you (mediator or our team member). You can contact the concerned team member/s via email, in person, by Letter, or by phone.

2 - The mediator/member will reply to the knowledge receipt of your complaint within 3 working days with the investigation process, if your complaint requires more time to investigate then he/she will inform you of the additional required time. Thereafter mediator will contact you to discuss the findings and solutions.

3 – If the matter remains outstanding or you are not happy with the outcome from the mediator then please post your complaint with details to: (**Assist Mediation Limited**, Bradford Chamber Business Park, New Lane, Bradford BD4 8BX, West Yorkshire. UK.) Or email your complaint to: [info@assistmediation.co.uk](mailto:info@assistmediation.co.uk) Narinder Kumar (Director).

4 - The director will reply to the knowledge receipt of your complaint within 7 working days with the investigation process and other relative information.

5 – The Director will review your complaint, investigate the matter internally, and then arrange a meeting with the concerned mediator or team member to discuss the complaint in detail.

6 - After completing our internal investigation, Director will arrange a meeting with you to discuss the findings and the best solution to satisfy your concerns.

7 - If you are still not satisfied after receiving your complaint, you can contact Civil Mediation Council (CMC) complaint based on certain grounds as CMC operates.

### Civil Mediation Council

100 St Paul's Churchyard,

3<sup>rd</sup> Floor, London EC4M 8BU

Tel: 01707 594104

Email: [secretariat@civilmediation.org](mailto:secretariat@civilmediation.org)

CMC appeal process details can be found here: <https://civilmediation.org/complaints/>

**Contact: Assist Mediation Limited** Bradford Chamber Business Park, New Lane, Bradford BD4 8BX.  
Tel: 0333 366 0040, Mobile: 07970 105108, [info@assistmediation.co.uk](mailto:info@assistmediation.co.uk)