

COMPLAINTS POLICY

Calm Mediation seeks to ensure that its service users are provided with a service of the highest possible standards. To this end it will investigate fully and fairly any complaint that is made and will seek to rectify any failings or sources of legitimate dissatisfaction that are identified.

In the first instance, we will seek to deal with any complaints on an informal basis so that the matter can be resolved by discussion as quickly as possible. Where appropriate, and in all cases where a serious complaint is made, we will invoke a formal procedure for dealing with the matter.

Where a service-user is dissatisfied with the service that he/she is receiving or wishes to complain about a Mediator/Facilitator, he/she should contact the Director either by telephoning the Calm Mediation office, 020 7603 4014, by email to info@calmmediation.org.

On receipt of the complaint, the Director will seek to resolve the matter by consulting the service user and the Mediator/Facilitator, and where appropriate will summarise the outcome to those concerned in an email or letter.

The Director is ultimately responsible for assigning mediators to specific cases, and in general his/her choice of mediators is not open to discussion or review. However, where a service-user considers that there are reasonable grounds for requesting a change in the composition of the mediation/facilitation team, the Director will consider the request and the reasons given. The Director's decision will be final.

Where a service-user is dissatisfied with the actions or the decisions of the Director, he/she should send an email to info@calmmediation.org or write a letter with details of the complaint to:

PRIVATE & CONFIDENTIAL
Complaints
Calm Mediation
92 Camberwell Rd
London
SE5 0EG

Any complaint received as described above will be referred to a Complaints Review Panel comprising two members of Calm Mediation's Trustee Board Members. The findings of the Complaints Review Panel will then be communicated to the service-user in writing by the Chairperson of the Complaints Review Panel.

Where a service-user or a referring organisation has a suggestion to make that could improve the service, please send an email to info@calmmediation.org.

Calm Mediation offers a service to help neighbours in dispute find acceptable and realistic solutions, satisfactory to all parties involved.

COMPLAINTS PROCEDURE

Complaints received from service-users/employees/volunteers can be dealt with using this process. A record will be kept of all complaints including the action taken.

If you have a concern or complaint about the service or a member of staff (paid or unpaid) please follow this procedure: -

Step	Description	By when
1.	Contact the line manager (Coordinator/ Director) and express your concern/complaint as quickly as possible.	
2.	Calm Mediation will acknowledge receipt of your complaint.	2 weeks
3.	The line manager will deal with the concern/complaint by investigating the issues, involving all parties concerned, to find an acceptable and satisfactory solution.	
4.	You will be informed of the outcome of your concern/complaint.	4 weeks
5.	If you are dissatisfied with the outcome you may: - i) Write a formal letter of complaint to the Chairperson of the Trustees' Board. The concern/complaint will be investigated further. ii) If the complaint is deemed to be extremely serious, you may be invited to attend a Complaints Review Panel.	6 weeks
6.	The Complaints Review Panel will make a final decision.	2 weeks
7.	If you have a complaint concerning the Director, follow the procedure from step 5.	6 weeks
8.	In the event the complaint is a workplace mediation and No.5 above applies, a final referral can be made to the Civil Mediation Council at: The International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU Tel: 020 7353 3227	6 weeks

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