



Complaints Procedure

2013

Association of Midlands Mediators
C/o Mark Keeley
Cumberland Court
80 Mount Street
Nottingham
NG1 6HH
Email: admin@midlandsmediators.co.uk

AMM Complaints Procedure

At AMM we are committed to providing our users with a good service in all areas of our operations.

Our intention is to provide a service that our users are completely satisfied with. However, for those occasions when our service does not meet the standards you expect of us, we want to hear from you so that we can improve.

We promise that we will:

- Deal with any complaint you have made in a prompt and timely manner.
- Let you know who has been appointed to investigate your complaint.
- Fully investigate your complaint.
- Advise you of the outcome of your complaint and any action taken.
- Record your complaint in our complaints register.

If you have a complaint about our service please send your complaint by post or email to:

Association of Midlands Mediators
C/o Mark Keeley
Cumberland Court
80 Mount Street
Nottingham
NG1 6HH

Email: admin@midlandsmediators.co.uk

Please provide us with:

- Your name, address, telephone number and email address.
- Full details of your complaint.

Your complaint will be dealt with as follows - we will:

1. Acknowledge receipt of your complaint within 5 working days.
2. Investigate your complaint and form a view.
3. Write back to you with a response within 15 working days of our acknowledgment letter.
4. Let you know within the above timescales if we would like further time to investigate your complaint.
5. Ask the AMM member about whom you have complained to give their views on your complaint.
6. Ask a member of the AMM's Standing Committee to consider both your complaint and the AMM member's response to your complaint, and make a recommendation as to any action that may be required.
7. In appropriate cases, offer to arrange a meeting between the relevant parties to seek to resolve the matter as appropriate.
8. Refer your complaint to the chairman of the AMM's Standing Committee for further consideration if you are not satisfied with the response you receive.
9. Advise you of the outcome of this further review within 7 working days of the end of the review.
10. Provide you with the name and address of the Civil Mediation Council Complaints Board if you are not satisfied with the outcome. The Civil Mediation Council will be able to conduct a further independent investigation into your complaint if necessary.

Following every mediation we provide each of the parties with a feedback form. If for some reason you have not received a feedback form please let us know and we will be happy to provide a copy for you to complete and return to us.