



## **Complaints procedure for MiersMediations**

This document provides guidelines for resolution and the treatment of complaints made by our customers.

The policy is designed to be fair and easy to use.

The best method of making a formal complaint is to write to our office address, 122a, 23 Goodlass Road, Speke, Liverpool, L24 9HJ. Your complaint will be acknowledged within 5 working days of receipt. Your complaint will be investigated and responded to within 21 working days of receipt. If further time is required, we will notify you. The investigation will be carried out by someone other than the mediator that the complaint relates to.

We will thereafter endeavour to make contact with you to discuss your complaint and to see how we can best work with you to resolve any dissatisfaction. We will ensure that your complaint is kept on record and we will write to you following our discussion to confirm the outcome of our investigations. If our response is not accepted by you the complainant can appeal to the CMC on certain grounds, further detail of which can be found here; <https://civilmediation.org/for-the-public/complaints/>

If you do not agree with the complaints outcome, you are entitled to complain to your local ombudsman. Find your Ombudsman service at [ombudsman-services.org](http://ombudsman-services.org).

If you feel unable to write to us but would still like to make a complaint, you can call us on 07581315584 and we will endeavour to assist you. You can also email us at [enquire@miersmediations.co.uk](mailto:enquire@miersmediations.co.uk) and mark your correspondence with the subject Complaint.