

## **ALBERT SQUARE MEDIATION LIMITED'S COMPLAINTS PROCEDURE**

### **Our Commitment**

We will consider any complaint we receive in detail and will respond promptly.

Any complaint will be treated confidentially and will not affect our future service to you. We will take all criticism into account to improve our service in the future.

### **Who should I contact?**

In the first instance, please raise any complaint or concern with the mediator who handled your case. We find that an informal discussion over the telephone is often the best way to deal with complaints. However any details of any complaint made will be passed on as soon as possible to our complaints manager, Anthony Wooding.

Should you remain dissatisfied after discussing the matter informally, or if you prefer to write, please write to your mediator directly with full details. Please state your include your name, the name of the party/parties on the other side of any mediation and the date of any mediation that has taken place or is booked. It would also be helpful if you could provide a telephone number (even if you have already provided one) to make sure that we have a record of it should we need to contact you urgently for any reason.

If you remain unhappy after receiving the mediator's response, or if the complaint does not relate to an particular mediator but is about an aspect of our administration, you should write to our complaints manager, Anthony Wooding, at the following address:

If you remain unhappy after receiving the mediator's response, or if the complaint does not relate to an particular mediator but is about an aspect of our administration, you should write to our complaints manager, Anthony Wooding, at the following address:

**Albert Square Mediation Ltd**  
c/0 32 Lloyds Ave, Ipswich IP1 3HD  
Email – [anthony.wooding@kerseys.co.uk](mailto:anthony.wooding@kerseys.co.uk)  
Phone: 01473 213311

Alternatively, if your complaint is about Anthony Wooding, you should contact Paul Sandford, at the following address:

**Albert Square Mediation Ltd**  
106 Albert Square  
London  
E15 1HH

Email: [enquiries@albertsquaremediation.co.uk](mailto:enquiries@albertsquaremediation.co.uk)  
Tel: 07476 279 307

If writing or email is not an appropriate form of communicating for you, you may use the telephone number provided for Paul Sandford. He will be happy to listen to you.

### **What happens next?**

Upon receiving any complaint in writing, either the individual mediator, or Paul Sandford will acknowledge your complaint within five working days.

The complaint will be investigated fully and in detail. We may need to contact you for further information. Thereafter a written response will be provided within ten working days, unless a short extension of that time period is required, in which case we will discuss that with you.

### **If you are not satisfied with our response, you may refer your complaint to:**

The Registrar  
The Civil Mediation Council  
218 The Strand  
London  
WC2R 1AT