

## COMPLAINTS POLICY AND PROCEDURE

1. As an accredited mediator and member of the Society of Mediators and the Civil Mediation Council, I am committed to providing a high quality mediation service in accordance with established industry practices.
2. If you wish to make a complaint about the mediation service which you have received then please address your complaint within three months of the date of your mediation to:  
  
Adam Chaffer  
C/o Hay & Kilner LLP, The Lumen St. James' Boulevard, Newcastle Helix, Newcastle Upon Tyne, NE4 5BZ  
[adam.chaffer@hay-kilner.co.uk](mailto:adam.chaffer@hay-kilner.co.uk)
3. We will acknowledge your complaint within three working days of receipt.
4. All complaints will be investigated and responded to within 21 working days of receipt. On occasions further time may be required, in which case the complainant will be notified of this in writing.
5. If our response is not accepted the complainant can appeal to the Civil Mediation Council – details of the CMC's appeal processes can be found here: [Civil Mediation Council Complaints](#).
6. We will keep written records of any complaints received.

*Hay & Kilner*