



SMG Mediation Ltd COMPLAINTS PROCEDURE

1. SMG Mediation Ltd are committed to providing high quality mediation services and will take any complaint very seriously. We are constantly trying to improve our mediation skills and so we will treat also treat and complaint as an opportunity to learn and develop.
2. If you are not satisfied with any aspect of our services, in the first instance, please address the complaint to the Mediator concerned, preferably via email within 2 weeks of the incident complained of. The mediator will then contact you as soon as possible, but no later than 2 weeks later to try to resolve it.
3. If this process is not acceptable to you, or it is not possible to resolve this matter, it will be referred to an independent mediator within 2 weeks to listen to your complaint and make any recommendations that he or she may consider appropriate. The mediator will listen to and have regard to any suggestions made. Any costs for the Independent mediator will be borne by SMG Mediation Ltd.