

## **Taw Mediation Complaints Procedure**

### **Our commitment to customers**

Taw Mediation is committed to providing an outstanding level of service.

We aim to ensure that:-

- Making a complaint is as simple as possible
- We treat all complaints seriously
- We deal with any complaint promptly, fairly and in confidence
- We learn from complaints and use them to improve our service

### **What is a complaint?**

A complaint is when you tell us that you are not happy about the service we provide. It could include:

- If we do not deliver a service on time
- If we give you the wrong information
- If you feel that you have received a poor quality service

### **How do we deal with complaints?**

We try to resolve complaints as soon as they arise. We will investigate the reasons for the complaint and where possible seek to agree a mutually agreeable solution.

### **Response times**

In dealing with any complaint we will:-

- Acknowledge receipt of your complaint within five working days
- Issue a full response within 28 days.
- Where it is not possible to meet the above response time, we will keep you informed and provide an explanation for the delay.

### **How to make a complaint**

If you wish to make a complaint please contact us in any of the following ways:

- By email to [tawmediation@gmail.com](mailto:tawmediation@gmail.com)
- By telephone on **07767 767139**

### **Further complaints**

If you have exhausted our internal complaints procedure and you are still dissatisfied with the resolution of your complaint you may make a further complaint to the Civil Mediation Council (CMC). Details of the CMC complaints procedure can be found at <http://www.civilmediation.org> and search for Complaints Procedure.