**Harriet Lipkin**

 **Complaints Process**

Hopefully your dispute will have successfully resolved or moved forward in some way towards achieving this.  However, there may be times when matters may not run as smoothly as we would have liked, particularly when some parties fail to co-operate.

I provide a comprehensive procedure for investigating and acting upon complaints and will ensure that all complaints are taken seriously and are properly handled in accordance with the procedures set out below.

The following principles underpin the process:

* complaints are important feedback which can enhance the quality of my services;
* parties will not suffer disadvantage as a consequence of making a genuine complaint;
* I will seek to resolve complaints in a timely manner with the resources I have available;
* I shall do my best to resolve complaints informally before parties invoke the formal procedures;
* I shall investigate complaints impartially and objectively.

If you do feel the need to make a complaint, please follow the following procedure:

* In the first instance, complaints should be raised informally with me will seek to resolve the matter informally as soon as possible and normally within 15 working days.
* If you are not satisfied that the matter has been resolved by the informal process you may make a formal complaint. Please write your complaint in an email to harrietmediator@gmail.com. I will respond within 28 days.
* If you are dissatisfied with my response, you can take your complaint forward via the Civil Mediation Council Members’ Complaints Resolution Service at

<http://www.civilmediation.org/governance/13/complaints-resolution-service>