

## **CMDS Feedback and Complaints Procedure**

We welcome comments or suggestions that help us to improve the service we provide. We have set out below the procedure to follow if you wish to provide feedback or make a complaint about any aspect of the service you received from CMDS.

Please address your feedback or concerns to Dr Zaza Elsheikh or Mary Raymont.

If you are making a complaint, the partner will acknowledge the complaint in writing setting out a deadline for investigation of the complaint and providing a point of contact for any future enquiries relating to the complaint.

The complaint will be investigated and we will aim to produce a full response within 25 working days of receipt of the complaint. If this is not possible, we will write to you explaining the reason for the delay and set a new date.

The response will:

1. set out your complaint so that you can be sure we have understood it;
2. describe the events and circumstances surrounding it;
3. say whether or not the mediation provider/mediator have made a mistake;
4. give a reason for this decision; and
5. suggest any action that we consider appropriate.

If at the end of the above process your original concerns remain or you are unhappy with any way in which the complaint has been handled your complaint may be referred to the Civil Mediation Council ([www.civilmediation.org](http://www.civilmediation.org)) or Resolution ([www.resolution.org.uk](http://www.resolution.org.uk)), in family matters.