

## **Complaints Policy**

I am committed in offering the best possible mediation services and maintaining the highest professional standards, according to the Civil Mediation Council and the EU Model Code of Conduct for Mediators.

Any feedback, comments, complaints are invited and they will be fully reviewed and investigated with the upmost effort and efficiency. I will seek to rectify any legitimate dissatisfaction or any failings that may be identified. Any complaints will be handled according to the following process. A record will be kept of all complaints, including the action taken following their receipt.

### **Complaint Handling Procedure**

1. In the first instance, please feel free to speak to me directly regarding any issues via the number (+44) (0) 7876143496.
2. If you are not satisfied from our conversation, please feel free to write to me, either to the address below, or via e-mail to [itachmatzidi@hotmail.com](mailto:itachmatzidi@hotmail.com).
3. I will acknowledge receipt of your complaint in writing within five (5) working days of its receipt.
4. Following receipt of your written complaint, the matter will be investigated and responded to within twenty-one (21) working days.
5. In cases where further time may be required for reviewing the complaint, I will notify you in writing in due course.
6. In certain instances and following your prior consent, if I consider that the matter requires further investigation, I may ask for a fellow mediator to assist in resolving the issue.
7. If, after exhausting the aforementioned process, you remain dissatisfied with the handling of the complaint, you may still have recourse to appeal to the Civil Mediation Council (CMC). Further details regarding CMC's complaints and relevant appeal process may be found at the following link: <https://civilmediation.org/complaints/>.

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