



Complaints Procedure

Complaints Procedure for the CoEJ Mediation Services (CMS)

This document provides guidelines to individuals who have sought mediation services through trained mediators by the College of Mediators, under CMS.

Definition of a complaint

A complaint is an expression of dissatisfaction with the service provided by a volunteer mediator of The Council of European Jamaats in relation to their mediation practice. In particular, where the complainant is of the view that there has been a breach of the Code of Practice available on CoEJ website, the matter will be regarded as a complaint.

Complaints Procedure

CMS aim to give the best possible service to individuals seeking mediation service. If you wish to make a complaint, please follow the steps below:

Step 1: Informal Resolution

Please raise your concern with your mediator, either face to face, by phone or email. S/he will listen, try to understand and take steps to address the issue. As practitioners in the field of conflict resolution, we would hope in most cases to resolve your complaint at this point.

Step 2: Written Complaint

Should it not have been possible to address the complaint informally, please use the form below to put down in writing the nature of your complaint and return it to the CMS Coordinator, by email mediationservices@coej.org or post FAO CMS Coordinator, Private & Confidential, CoEJ, Unit 101 Metroline House, 118-122 College Road, Harrow HA1 1BQ. Your complaint will be acknowledged within 5-7 working days and you will be contacted within 20 working days to address the complaint.

Step 3: Mediation

If the complaint remains unresolved at this stage, mediation will be actively considered as a means of resolving the issue. Another person such as an independent trainer, member of the College or registered PPC, would be approached by mutual agreement to resolve the complaint.

Step 4: College of Mediators

Failing a resolution at mediation you will be invited to submit your complaint to the College of Mediators:

- by email to the College to the following address: admin@collegeofmediators.co.uk
- or by phone using the following number: 0845 65 85 258

For further details of the College's complaints procedure please see the website: www.collegeofmediators.co.uk

Complaints Form

YOUR DETAILS

Name:

Address:

Email:

Phone:

Please provide details of the mediation session you have just attended, giving the dates, location and the name of your mediator:

YOUR COMPLAINT

Please give details of your complaint and the circumstances:

Please outline any steps taken to address this issue so far:

How do you see this being resolved?