

Jon Curtis

M E D I A T I O N

Complaints Procedure

If you have a complaint about any stage of your interaction or mediation with Jon Curtis Mediation, please email jon@joncurtismediation.co.uk stating your complaint, with the specific dates and any evidence that you deem relevant.

You will receive an acknowledgement of your complaint within 5 working days of your email.

All complaints will be investigated and responded to within 21 working days of receipts. If further time is required, the complainant will be notified of this in writing.

If you are not satisfied with the outcome of your complaint at that stage you may refer the matter to the CMC (Civil Mediation Council) on one of the grounds set out below. This must be done within one month of conclusion of consideration of the complaint by the mediator or provider and in any event within 6 months of the events giving rise to the complaint. Complaints received outside these time limits will only be accepted at the discretion of the CMC.

All complaints must be in writing and addressed to the CMC at complaints@civilmediation.org. On receipt of your e-mail the CMC will send you a complaint form to be completed and returned.

All documents relating to the complaint must be submitted with the complaints form or, if any are unavailable, you must give an indication as to when they will be supplied. In submitting a complaint you consent to all information you supply and any accompanying documents being disclosed to the other party to the complaint, to the CMC's Complaints and Discipline Committee, the CMC Board and to other relevant third parties which may include other regulators.

Complaints may be made on the following grounds only:

A complaint may be made against a Regulated Mediator (i.e. CMC Associate, Registered or Fellow) on the grounds that they no longer meet the requirements for Regulation (Rule 1 (i)); and/or they are not a fit and proper person to hold Regulated status (Rule 1 (ii)).

A complaint may be made against a Registered Provider on the grounds that it no longer meets the requirements for Registration (Rule 3 (i)); and/or the service provided by the Provider does not meet generally acceptable standards (Rule 3 (ii)).

A complaint may be made against an organisation which offers a Registered Training Course on the ground that it no longer meets the requirements for Registration (Rule 5).

A complaint may be made against any Member of the CMC (whether an Individual or Organisation, and whether Registered or not) on the grounds that they have brought the CMC or the mediation profession or the mediation process into disrepute (Rule 6).

Complaints will be dealt with in accordance with the procedures adopted by the Complaints and Discipline Committee of the CMC from time to time. A copy of the Rules is available on request from the Secretariat.

All communications must be made in writing, but in its absolute discretion the CMC may also accept oral representations from the parties.

The determination of a complaint by the CMC and any disciplinary measures imposed are final and no further appeal will be entertained.

The CMC will progress your complaint with due diligence and in most cases provide a final determination within 6 months of receipt of the complaint.

Further information can be found here - <https://civilmediation.org/complaints/>