

# CEDR Complaints Procedure for commercial mediation services

## Our commitment

1. CEDR is committed to achieving high standards across the full range of services we offer. Our team will always try to address any issues with you as they arise.

## Making a complaint

2. Whilst we aim to consistently achieve those standards, this Complaints Procedure provides a process by which complaints can be fully and appropriately considered.
3. Complaints can be made by any user of CEDR's commercial mediation services. We will:
  - o treat all complaints seriously and deal with them in line with this Complaints Procedure;
  - o respond to all complaints promptly; and
  - o learn from complaints and take action to improve our services wherever possible.

## What complaints can be considered?

4. We can only deal with complaints that raise concerns about the performance and quality of our mediators and case administrators.
5. We cannot investigate complaints about:
  - o The outcome of a mediation, including the terms on which a settlement was agreed;
  - o any action(s) taken or statement(s) made by someone other than a CEDR-appointed mediator and/or CEDR staff;
  - o complaints which, in our opinion, are unclear, unreasonable, persistent, frivolous or vexatious.
6. Any complaint must be brought to us within three months of the date on which the mediation came to an end. Complaints that are brought to us more than three months later will not be reviewed under any circumstances.

## What you can expect from us

7. Every complaint that CEDR receives will be handled in line with the following process:

### *Stage 1*

8. In the first instance, complaints should be sent to: [complaints@cedr.com](mailto:complaints@cedr.com). CEDR will acknowledge receipt of complaints sent to this address within two working days.
9. In making a complaint, you must provide:
  - o Your name, contact details, and CEDR case reference number;



- Details of how our service failed to meet your expectations; and
  - Details of the outcome you are seeking as a result of your complaint.
10. CEDR will endeavour to provide a full response within 15 working days (occasionally a longer period than this may be required).
  11. The complaint will be reviewed and responded to by somebody who was not involved in the mediation process.
  12. If the complaint is not one that CEDR can investigate, we will inform you of this. The determination that a complaint cannot be investigated by CEDR because it falls outside of the scope of this Complaints Procedure cannot be escalated to Stage 2.

### *Stage 2*

13. CEDR will aim to resolve all complaints at first instance. If, however, the complainant remains dissatisfied, they may request escalation of the complaint to CEDR's Director of Dispute Resolution Services within 15 working days of receiving the Stage 1 response.
14. Where the Director of Dispute Resolution Services considers it appropriate to allow the escalation to Stage 2, they will endeavour to provide a full response within 15 working days (occasionally a longer period than this may be required).
15. If the complainant remains dissatisfied, they may be able to escalate their complaint to the CMC. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/Complaints/> Any questions related to this Complaints Procedure should be addressed to: [complaints@cedr.com](mailto:complaints@cedr.com).