

COMPLAINTS POLICY

If you have a complaint about the mediation service provided by McAdam Mediation, you should raise this with me as soon as possible and normally within 4-5 days.

You may raise the matter with me informally, or you may make a formal written complaint to me at alexmccadam44@gmail.com . I will acknowledge the complaint within 5 working days, and consider it and respond within 21 days. If you are dissatisfied with my response, you may be able to raise a complaint with the Civil Mediation Council on certain of the grounds specified in their complaints procedure. You may contact the Civil Mediation Council at complaints@civilmediation.org .

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