

# Civil Mediation Council (CMC) complaints procedure

To be sent to complainant on request

**This document is an Interactive PDF. It works just like a website.**

- All website & email addresses within the document are clickable.



## Information to clients wishing to complain

In respect of complaints in relation to a member of our staff acting as a Civil mediator we confirm the following:

1. All complaints will be acknowledged in writing within 5 working days of receipt of the written complaint.
2. All complaints will be investigated and responded to within 21 working days of receipt. Please note that on occasions further time may be required, and if that is the case the complainant will be notified of this in writing.
3. If the response is not accepted, the complainant can appeal to the CMC on certain grounds.
  - Details of the CMC's appeal processes can be found here:

**Complaints — Civil Mediation**  
 <https://civilmediation.org/complaints>

Within one year of the act or omission about which you are complaining; or

- To appeal please contact the CEO via  [secretariat@civilmediation.org](mailto:secretariat@civilmediation.org)

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