

ASSOCIATION OF NORTHERN MEDIATORS
COMPLAINT FORM

The Association of Northern Mediators relies on feedback from users to improve the services provided by individual mediators. This form is to be used where a user feels that the services he/she or they have received has fallen short of what they expected. Whilst any complaint will be treated with complete confidentiality we reserve the right in particular circumstances to refer the complaint on to the organisation that trained the mediator or the organisation that appointed them. Please can you use the boxes provided and if you need to use additional sheets than mark and attach them accordingly. Send them back to the administrator either by post or fax to:

Association of Northern Mediators, ICON Business Centre, Leeds,
LS15 8GB or by fax on 0113 3970450 or by return of email to
resolve@anthonyglaister.co.uk

When was the date of your mediation?	
Who was appointed?	
How were they appointed? Eg directly, through a court scheme, or through a provider (see the schedule attached in the useful links section to www.northnermediators.co.uk)	
Very briefly what sort of dispute was it ? eg use words like professional negligence, personal injury, construction etc	
Was there a problem with the administrative arrangements such as the pre mediation preparation or the venue?	
Was there a problem with the mediator appointed? If so set out here briefly the nature of the complaint about the mediator	

<p>Continue this section on a separate sheet of paper if there is insufficient space</p>	
<p>How would you like us to deal with this complaint?</p> <ul style="list-style-type: none"> • By directly taking these issues up with the mediator • By referring it to the organisation if any who appointed the mediator • By referring it to the mediators professional body eg Bar, Law Society or RICS etc or primary training organisation to include ADR Group, ADR Chambers, Academy of Expert, CEDR, CI Arb or Regents College, London • As the Association considers appropriate 	

<p>Your Address</p>	
<p>Your email/telephone whichever is the way you would like us to contact you</p>	

Signed

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Date: