

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 to:

Association of Northern Mediators, Hawk Creative Business
Centre, Hawkhill, Easingwold, YO61 3FE or phone 01347 825279
or by email to info@northernmediators.co.uk

When was the date of your mediation?	
Who was appointed as mediator?	
How were they appointed? Eg directly by agreement, by ANM, or by another provider	
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. Continue this section on a separate sheet of paper if there is insufficient space	

<p>How would you like us to deal with this complaint?</p>	

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

Signed **Date:**

This form is to be used in accordance with the current ANM complaints procedure set out under downloadable documents in www.northernmediators.co.uk .

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