



Association of
Northern Mediators
COMPLAINTS PROCEDURE (EDIT 2014)

The Association (ANM) takes complaints against its members very seriously and the following very simple complaints procedure applies with effect from January 2014.

1. Within 7 days of any person submitting a complaint with respect to the conduct of a mediator appointed or recommended by it the complaining party will be asked to submit a written complaints form which is downloadable from the website and send it to the address or email on the complaints form. For ease of reference the new email address is info@northernmediators.co.uk.
2. Within 7 days of receiving the detailed complaint, the administrator will acknowledge receipt and send a copy of the complaint to the mediator concerned.
3. The designated complaints handling officer (CHO) will either be the chairman or the deputy chairman of ANM depending on who is available within the time limits set out in this procedure.
4. The mediator will be invited to respond within 14 days, and the CHO will then carry out all and any necessary investigations into the complaint and correspond with both the complainant and the mediator.
5. The CHO will endeavour to give his or her decision by letter or email within 14 days of receiving the mediator's response to the complaint.
6. In the event that the complainant is not satisfied he or she has three choices. To
 - a. Ask for a review by the Compliance officer currently Neil Goodrum of McCormicks solicitors in Harrogate contactable by post, email Neil Goodrum - neil@neilgoodrum.com or 01423 530630, and if satisfied with the CHO's decision the endorsement by the Compliance officer shall render the decision final and binding
 - b. To pursue the complaint either with the mediators professional body eg the Law Society, Bar Council or RICS as appropriate
7. To seek redress from the Civil Mediation Council complaints resolution service full details of which can be found by emailing registrar@civilmediation.org or see <http://www.civilmediation.org/governance/13/complaints-resolution-service> For any other complaints about ANM its administration or officers these should be addressed in writing to the compliance office whose details are set out in 6(a) above.
8. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that it is necessary. It will include disclosure to anyone we consider essential for the complaint to be properly dealt with.

Association of Northern Mediators T : 01347 825279

E : info@northernmediators.co.uk