

TCALM Solutions Ltd Complaints Procedure

Our objective is to promote high standards of professional practice in mediation. Integral to the concept of good practice is a means of resolving disputes or complaints that may occasionally arise about the conduct of our mediators, and or our organisation. We aim to learn from complaints and use them to improve our service.

1. Our commitment to resolving complaints

We will respond to a complaint promptly
We will respond to all complaints professionally and confidentially
We take all complaints seriously
We value all feedback on our services

2. Who to contact first with your complaint

Speak or write directly to your mediator with full details of your complaint. It would be helpful to include your full name, the name of the party / parties on the other side of any mediation and the date of any mediation that has taken place or is booked. Please provide a telephone number and email address (even if you have already provided one) to make sure that we have a record of it should we need to contact you urgently for any reason.

If the complaint is about an aspect of our administration or service, you should write directly to the Managing Director, D Beharie at the following address:

TCALM Solutions Ltd
282 Leigh Road
Leigh on Sea
Essex, SS9 1BW

Email: office@tcalmsolutionsltd.co.uk

Tel: 020 8720 9205

3. What we will do to resolve your complaint

We may need to contact you for further information on receipt of your complaint

The individual mediator or the Managing Director will acknowledge the complaint within five working days. The complaint will be investigated fully and in detail.

A written response from us will be provided within fourteen working days, unless a short extension of that time period is required to further investigate, in which case we will discuss that with you.

4. If you are not satisfied with our response you may refer your complaint to:

CMC Registrar Tracey Stewart:
The CMC Registrar
The Civil Mediation Council
218 The Strand
London
WC2R 1AT

Email: registrar@civilmediation.org

Tel: 020 7353 3227

Please note that the CMC will only be able to deal with your complaint if TCALM Solutions Ltd internal complaints process has been fully exhausted or the complaint involves a potential breach of the Code of Mediation Practice.