

## Complaints Procedure

We hope you have no cause for complaint, however, Essential Mediation Solutions recognises that sometimes things may not go as smoothly as we would have liked. If you are unhappy with the service that you have received from us, we are anxious to know about it.

### How to complain: Mediation

During the mediation itself, please raise the issue with the mediator as soon as possible so that the problem can be dealt with straight away.

After mediation, the procedure is to communicate your experience in writing within 14 days by either email to [em@emsolutions.uk](mailto:em@emsolutions.uk) or writing to Emma McAndry at the address below:

*Essential Mediation Solutions Ltd  
6 Hardy Close,  
Westhoughton,  
BL5 3BS*

### How to complain: Training

During the training, please raise any issues with the trainer as soon as possible so that the problem can be dealt with straight away.

After the training has ended, the procedure is to communicate your experience in writing within 14 days by either email to [em@emsolutions.uk](mailto:em@emsolutions.uk) or writing to Emma McAndry.

### How to complain: Assessment

A delegate may not appeal a result simply because they disagree with the result given. The specified grounds for appeal are as follows:

1. That the assessor has given insufficient weight to extenuating circumstances;
2. That the performance of the delegate has been adversely affected by extenuating circumstances which the delegate has, for good reason, been unable to make known to the assessor;
3. That there has been a material administrative error at the time of assessment, or that material irregularities have occurred;
4. That the assessment has not been conducted using the expressed assessment criteria.

**Emma McAndry** - Accredited Workplace and Civil and Commercial Mediator

6 Hardy Close, Westhoughton, Bolton BL5 3BS  
em@emsolutions.uk  
0773 111937



If a delegate wishes to appeal, they must do so within 14 days of the date that results are communicated. Delegates may contact [admin@emsolutions.uk](mailto:admin@emsolutions.uk) at first instance for support and guidance.

Your complaint will be acknowledged within 5 working days and you will receive a response within 28 days.

Essential Mediation Solutions hopes that we can resolve things to your satisfaction; however, if you are still unhappy and wish to take your complaint further to an external body, then the CMC (Civil Mediation Council) operates a final stage complaint procedure. They can be contacted at the address given below.

The Civil Mediation Council Ltd  
The International Dispute Resolution Centre,  
70 Fleet Street,  
London  
EC4Y 1EU.  
07841017905

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