

## Stephen Wood Mediation – Complaints Policy

Stephen Wood Mediation aims to provide a high standard of service both in the mediation and in relation to its administration.

If you are dissatisfied with the service you have received please email us at: [stephenwoodmediation@gmail.com](mailto:stephenwoodmediation@gmail.com) including your name, the names of the parties to the mediation, the date of the mediation and details of your complaint.

We will provide a response within 14 days and invite further discussions as to what can be done to meet your concerns.

If we are unable to resolve the matter we will refer the matter to the Members' Complaints Resolution Service provided by the Civil Mediation Council.