



LAKELAND MEDIATION SOLUTIONS

Complaints Procedure

We hope you have no cause for complaint, however, Lakeland 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

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 by either email to dawn.stainer@lakelandmediationsolutions.co.uk or writing to *Dawn Stainer* at the address below:

Lakeland Mediation Solutions
2, Horncop Lane,
Kendal,
Cumbria,
LA9 4SR

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

Lakeland 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



Dawn Stainer - Accredited Workplace and Civil and Commercial Mediator

2, Horncop Lane, Kendal, Cumbria, LA9 4SR
dawn.stainer@lakelandmediationsolutions.co.uk
07702814020