

COMPLAINTS PROCEDURE

1. If you have a complaint this should be made in writing to Christine Bowyer-Jones at christinebowyerjones@gmail.com
2. Your complaint will be acknowledged in writing within 5 working days of receipt.
3. Your complaint will be investigated and responded to within 21 working days of receipt. If we require further time to investigate and respond to your complaint, we will notify you of this in writing.
4. If you do not accept our response, you can appeal to the Civil Mediation Council (CMC) on certain grounds. Details of the CMC's appeal process, time limits and grounds for appeal can be found here <https://civilmediation.org/for-the-public/complaints/>