

**4-5 Gray's Inn Square**  
**Mediation Complaints Procedure**



4-5 Gray's Inn Square actively seeks client feedback and we welcome any ideas or suggestions you may have which would help us improve our service. The 4-5 Mediation Group also operates the following complaints procedure. A complaint is defined as an expression of dissatisfaction, made in writing and in accordance with the procedure set out below.

The relative seriousness of a complaint can be difficult to assess; however, we assume that all complaints are potentially serious and therefore all complaints should be recorded and analysed.

Any concerns about mediators or members of staff should be raised in the first instance with Emily Martin, Chambers Senior Clerk (emartin@4-5.co.uk). If the concern relates to a mediation and is about the Senior Clerk, please discuss the matter with the Joint Heads of Chambers: Tim Straker KC and Rupert Beloff.

If you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint. The procedure for making a formal complaint is set out below. We reserve the right not to deal with complaints made more than six months from the date of the event complained of.

How to make a formal complaint

A formal complaint must be made in writing, by way of letter addressed to: The Senior Clerk, 4-5 Gray's Inn Square, Gray's Inn, London WC1R 5AH.

As a minimum, your formal complaint must include the following: (a) your name, address and preferred contact method; (b) the name of the mediator or member of staff in relation to whom the complaint is directed; (c) the details of the action or omission occasioning the complaint itself; and (d) your preferred resolution or outcome.

### Formal complaint process

Your complaint will be investigated by a senior mediator in conjunction with the Chambers Senior Clerk. Currently our senior mediators are Richard Price OBE KC and Colin Manning. In any case, the person investigating the complaint will be someone other than the person you are complaining about.

All formal complaints will be acknowledged within 5 working days of receipt.

We aim to provide a substantive reply to any formal complaint within 21 working days of receipt ("Reply"). If the person handling the investigation subsequently finds that they are unable to provide a Reply within 21 working days, they will set a new date for the Reply and inform you in writing. The Reply will set out: (a) the nature and scope of their investigation; (b) the conclusion on each complaint and the basis for their conclusion; (c) whether the complaint is justified; and (d) proposals for resolving the complaint, if appropriate.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure may be made to the senior mediators, Heads of Chambers, Chambers Director and anyone else we consider necessary to involve in the complaint and its investigation. Such people will include the mediator or staff member about whom you have complained. If such a complaint is made, we will assume that you are authorising those investigating the complaint to view all the papers and/or other correspondence relevant to the matter.

A written record of the formal complaint, the Reply, and all other related papers and correspondence will be kept on file for a period of six years.

In the event that you find yourself having to make use of the above procedure, we hope that this will resolve any outstanding issues to your satisfaction. However, if you are unhappy with the outcome of the complaint, it may be possible to refer the matter to the Civil Mediation Council ("CMC"). In summary, the CMC will only accept a referral made: (a) in writing and addressed to the CMC at [complaints@civilmediation.org](mailto:complaints@civilmediation.org); (b) within one month of the Reply being sent to you (provided this is still within 6 months of the events giving rise to the complaint); (c) against a member of the CMC; and (d) on a limited number of grounds. Full details of the CMC's appeal process can be found here: <http://civilmediation.org/complaints>.