



4-5 GRAY'S INN SQUARE MEDIATION COMPLAINTS PROCEDURE

4-5 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 orally or in writing, to a mediator or to a member of staff. 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 staff, should be raised in the first instance with Vicky Thompson, Chambers Chief Executive. If the complaint relates to a mediation and is about either the Chief Executive or a member of staff, please discuss the matter with the Joint Heads of Head of Chambers Tim Straker QC and Satinder Hunjan QC.

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. We set out the steps to do so in our formal complaint's procedure below. We reserve the right not to deal with complaints made more than six months from the date of the event complained of.

Making a formal complaint

Please address your formal letter of complaint to:
Vicky Thompson, Chief Executive
4-5 Gray's Inn Square
Gray's Inn,

Multi Jurisdictional

Australia
British Virgin Islands
France
India
Ireland
Italy
Northern Ireland
South Africa
Switzerland
UAE
USA

**4-5 Gray's Inn Square
London**
Gray's Inn
London WC1R 5AH
DX 1029 LDE
+44 (0)20 7404 5252

Birmingham
2nd Floor
Two Snow Hill
Birmingham B4 6GA
+44 (0)121 231 7430

clerks@4-5.co.uk
www.4-5.co.uk

London
WC1R 5AH



Please provide the following details:

- Your name and address;
- Which mediator or member of staff you are complaining about;
- The detail of the complaint; and
- How you would like it resolved.

Within 21 days of your letter being received a senior mediator will investigate the complaint in conjunction with the Chambers Chief Executive. Currently our senior mediators are Richard Price OBE QC and Colin Manning. In any case, the person investigating the complaint will be someone other than the person you are complaining about.

The person handling the investigation will write to you as soon as possible to let you know that they have been appointed and that they will reply to your complaint within 21 days. If they find later that they are not going to be able to reply within 21 days, they will set a new date for their reply and inform you. Their reply will set out:

- The nature and scope of their investigation;
- The conclusion on each complaint and the basis for their conclusion;
- If they find that you are justified in your complaint;
- Their proposals for resolving the complaint.

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

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is

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necessary. Disclosure may be made to the senior mediators, Head of Chambers, and Chambers Director and will include 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 or other correspondence relevant to the matter.

We hope that you will use our procedure and that this will resolve any outstanding issues. However, if you are unhappy with the outcome, you do have the choice of taking up your complaint with the Civil Mediation Council.

The Civil Mediation Council operates a Complaints Resolution Service. If you have a complaint about a mediator or mediation provider, and are not satisfied with the outcome of your complaint to 4-5 Gray's Inn Square, you may refer the matter to the CMC, directed to it at:

Civil Mediation Council
IDRC
70, Fleet Street
London EC4Y 1EU
registrar@civilmediationcouncil.org
Tel: 020 7353 3227

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