

WR LEGAL CONSULTANTS LTD COMPLAINTS PROCEDURE

1. Within 7 days of any person submitting a complaint with respect to the conduct of a mediator they will be asked to submit a detailed complaint in writing and send it to the following address or email: Greenfield Offices, 1 Hall Lane, Connah's Quay, Flintshire CH5 4LY, sararobertson@wrlegal.co.uk.
2. Within 7 days of receiving the detailed complaint, the administrator will acknowledge receipt and send a copy of the complaint to the mediator concerned.
3. The mediator will be invited to respond within 14 days, and the administrator will carry out all necessary investigations into the complaint and correspond with both the complainant and the mediator.
4. The administrator will endeavour to give his or her decision by letter or email within 14 days of receiving the mediator's response.
5. In the event that your complaint can not be resolved you are entitled to pursue a complaint either with the Mediators Professional Body e.g. CILEx or from the Civil Mediation Council. Details can be found on their website.