



SOLVE BY
MEDIATION

Feedback and Complaints Procedure

Solve by Mediation prides itself on providing a professional service of the highest standard at all times. However, if for any reason you are dissatisfied with the service you have received, please let us know.

How To Tell Us

During the mediation, please raise any issues directly with your mediator so that things can be resolved at once.

After the mediation, please raise any issues in writing within 7 days, either by email to info@solvebymediation.com or by post to:

Solve By Mediation
7 Powis Villas
Brighton
BN13HD

Your communication will be acknowledged in writing within 5 working days and we will be in contact within 21 working days to understand and investigate your concerns and discuss what can be done to address them. Sometimes we may need a little more time to make sure everything has been fully resolved, in which case we will let you know in writing.

We may, with your permission and at our expense, ask an independent mediator unconnected with Solve by Mediation to review your complaint.

If you do not accept our final response, you can appeal to the Civil Mediation Council (CMC) on certain grounds. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>