



Minimum Standards for Complaints Procedures

for Regulated Mediators and Registered Mediation Providers

All individual Regulated Mediators must investigate complaints made against them; all Registered Mediation Providers must investigate complaints made against them or against mediators appointed by them.

This document sets out the minimum requirements that Regulated Mediators' and Registered Mediation Providers' own complaints procedures must contain.

All complaints procedures must be readily accessible to members of the public and clearly visible to potential mediation participants from the outset of the mediator's appointment, including being available on the mediator or provider's website.

Complaints procedures must:

1. State that all complaints will be acknowledged in writing within 5 working days of receipt
2. State that all complaints will be investigated and responded to within 21 working days of receipt. The procedure may specify that on occasions further time may be required, in which case the complainant should be notified of this in writing.
3. **In the case of Registered Mediation Providers**, state that the investigation will be carried out by somebody other than the mediator that the complaint relates to.
4. Explain any further procedures/appeals if these are available, including time frames for submitting an appeal and getting a response.
5. Explain that if the response is not accepted the complainant can appeal to the CMC on certain grounds, and provide details of how to do this. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>

In addition, Regulated Mediators and Registered Mediation Providers must keep written records of any complaints received.