

Complaints Policy and Procedure

Firstly, we are sorry that you feel some aspect of the service has not lived up to expectations. However, are pleased you are bringing this to our attention giving us the opportunity to look into the issue and report our finding as well as help us learn for the future.

In order to acknowledge and look into any complaint it's advisable for such an issue to be raised at the actual time which may effectively be the most opportune moment to resolve it. If not at the earliest time and then follow up with a detailed written report.

To support and promote this policy, reference will be made either at the pre-mediation information meeting or as part of the introductory briefing at the commencement of the Mediation.

Veritas strives to provide the best possible service for all service users and others who come into contact.

We like to give an assurance that any complaint or misunderstanding will be acknowledged, investigated and responded to as quickly as possible.

We will acknowledge any complaint within five working days and a written response within fourteen days working days. for a written response.

In the unlikely event that you remain unsatisfied you can refer your complaint to the Civil Mediation Council's Complaints Resolution Service.

We also encourage clients to provide us with any feedback particularly if we have exceeded expectations in order that we may learn from the things we do right as well as those areas where we may fall short.

Where you are happy with our service a testimonial supporting this would be appreciated, together with your consent for it to be used in our publicity.

Strict confidentiality will of course be respected at all times.