

Complaints Procedure

Nick Cheshire, Harbour Mediation

1. This procedure describes the process to make a complaint to or against me in relation to a mediation that I have conducted, by anyone involved in the mediation, except for observers.
2. Complaints can be made to me via email or telephone, at:
nick.cheshire@harbour-mediation.com, or 07474-000403
3. I will acknowledge receipt of the complaint within 48 hours.
4. I will then reach out to the complainant within 48 hours of acknowledging the complaint, either via email or telephone, to discuss the complaint in an informal manner. The purpose of this is to fully understand the complaint and to explore possible solutions.
5. Should the first contact not result in resolution, I will then invite the complainant to a meeting with me either in-person or via videocall (Zoom or Teams). The purpose is to further explore the issue and to agree a resolution. Should a solution be found, it will be put in writing.
6. If these steps do not lead to a resolution of the complaint, the complaint can be raised to the Civil Mediation Council. Please visit this link for further details:

<https://civilmediation.org/concerns/>

Nick Cheshire, Director and Mediator (Harbour Mediation)