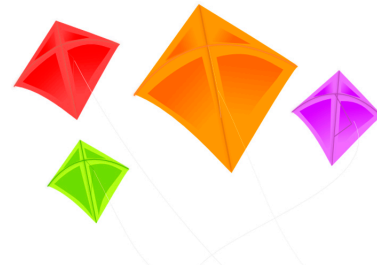


Osborne Mediation

Working with conflict



Complaints Procedure

1: We expect our service to meet your requirements as well as our own high standards. We follow the College of Mediators Code of Practice and the European Code of Conduct for Mediators

2: We take all feedback seriously and aim to handle any complaints promptly. If you do become unhappy with any aspect of our work for you, please let us know by

- speaking directly to the person responsible
- contacting Osborne Mediation directly.

3: For the quickest response it is best to speak to the person responsible for the issue there and then or soon afterwards. If you do not feel comfortable speaking to them you can write, email or phone later. Contact Clive Osborne at Osborne Mediation (write to Clive Osborne, Osborne Mediation, 1 Valley Cottages, Herberts Way, Oldcroft, Gloucestershire GL15 4NS, email clive@osbornemediation.co.uk or phone 07710 440492).

If you are unhappy...

4: If you are unhappy with any aspect of our service, we'd like to know.

5: Tell us exactly what the issue is, and what you would like to see happen.

6: Please remember that we are skilled in handling difficult situations and will aim to

- make you feel comfortable
- listen carefully to you and check that we understand what you are telling us so that we know your issues and concerns.

7: For our part we will share with you our perspective on the situation and develop with you a way to reach a resolution.

8: We aim to learn from complaints and use them to improve our service.

When we hear from you...

9: We will respond to emails and letters within five working days and tell you how long it should take to make a full response – usually no more than 14 working



days. If you phone us we will write to you giving you the same information.

10: If the issues are complex we might need more time, but we will tell you so and explain why.

11: If your concern falls outside our range of responsibilities we will tell you so and explain why.

Taking things further...

12: If the steps outlined above do not resolve the issue, we can call on independent support such as mediation or an external review.

13: Clive Osborne is a Trained Mediator Member of the College of Mediators and is subject to the College's own Complaints Procedure.

14: If we cannot reach agreement and your complaint is not about fees, then you can call in the College of Mediators (<https://www.collegeofmediators.co.uk>)

Getting in touch...

Please contact Clive Osborne at Osborne Mediation:

Email: clive@osbornemediation.co.uk

Phone: 07710 440492

Write: Osborne Mediation
1 Valley Cottages
Herberts Way
Oldcroft, Lydney
Gloucestershire GL15 4NS

Or use our website's contact form:

www.osbornemediation.co.uk/contact

