

## **COMPLAINTS AND HANDLING PROCEDURE**

1. All complaints will be acknowledged in writing within 5 working days of receipt.
2. All complaints received will be investigated and responded to within 21 days of receipt, subject to the length or complexity of the complaint. Additional time may be required for a full and complete investigation in cases where the complaint is particularly complex. The complainant will be made aware of this, in writing, should this situation arise.
3. ZFixter Mediation is not a Registered Mediation Provider and therefore the complaint will be investigated by the mediator that the complaint relates to.
4. An appeal is available if the response or outcome to the initial complaint is perceived to be inadequate. The complainant must state in writing the reasons for appeal within 21 days of receipt of the response. The response to the appeal will be given within 21 days of receipt of the appeal.
5. Should these responses not be accepted, the complainant is able to appeal to the Civil Mediation Council (CMC) on certain grounds. The following details are important:
  - a. the complainant must first issues a complaint with the mediator or provider;
  - b. the complaint must be issued to the CMC within 1 month of the response from the mediator and within 6 months of the events giving rise to the complaint.
  - c. all complaints must be in writing and addressed to the CMC Secretariat at [secretariat@civilmediation.org](mailto:secretariat@civilmediation.org);
  - d. the mediator must be a member of the CMC;
  - e. all documents relating to the complaint must be submitted with the complaints form.

6. Relevant grounds of appeal for CMC complaints;
  - a. the mediator no longer meets the requirements for Regulation Rule 1 (i) or (ii) (not a fit and proper person to hold Regulated status);
  - b. the mediator no longer meets the requirements for Registration Rule 3 (i) or (ii) (the service provided by the Provider does not meet generally acceptable standards);
  - c. the mediator has breached Rule 6 (any Member of the CMC have brought the CMC or the mediation profession or process into disrepute).
7. A full guide to CMC complaints can be found here: [Complaints - Civil Mediation](#).
8. All complaints received will be kept in written records.