



Complaints Handling Procedure

General Practice Mediation prides itself on providing the highest standards of service. Should a client wish to make a complaint, this will be resolved quickly and effectively in line with the following procedure:

- Any complaint should be made in writing to Dr Clare Sieber at contact@generalpracticemediation.co.uk
- All complaints will be acknowledged in writing within 5 working days of receipt.
- All complaints will be investigated and responded to within 21 working days of receipt. On occasions, further time may be required, in which case the complainant will be notified of this in writing.
- The response will take into account the confidentiality provisions contained in the Mediation Agreement which will have been signed by all parties including the mediator, and the privacy policy.
- A written record will be kept of any complaints received.