GENERAL PRACTICE
MEDIATION

Complaints Handling Procedure

Last updated 14 October 2026

General Practice Mediation is a trading name of Dr Clare Sieber Ltd (company number 12599883).

We are committed to providing a professional, fair and effective service. If you are dissatisfied with any aspect of a service you have received or participated in, we welcome the opportunity to consider your concerns and respond appropriately.

Making a complaint

Complaints should be directed to Dr Clare Sieber at contact@generalpracticemediation.co.uk.

Where possible, please make your complaint in writing, explaining the nature of your concern, the service involved and the outcome you are seeking. If you need assistance making a complaint or wish to discuss alternative arrangements, please contact us.

Acknowledgement

All complaints will be acknowledged in writing within **five working days** of receipt.

Investigation and response

We will consider each complaint fairly and make appropriate enquiries into the matters raised.

We aim to provide a written response within **21 working days** of receiving a complaint, explaining our findings and any action we consider appropriate.

Where additional time is required, we will inform you in writing, explain the reason for the delay and provide an updated response timeframe.

If you remain dissatisfied with our response, you may contact us again to explain your outstanding concerns or provide additional information for consideration.

Confidentiality

Complaints will be handled as confidentially as reasonably possible, taking account of any applicable Mediation Agreement, our Privacy Policy and relevant legal or regulatory obligations.

Where a complaint relates to mediation, our response will respect the confidentiality of information shared by other participants during the mediation process.

Records and personal information

A written record will be maintained of complaints received, the enquiries undertaken and the responses provided.

Personal information relating to complaints will be processed and retained in accordance with our Privacy Policy and applicable data protection requirements.

Data protection complaints

If your complaint concerns the way General Practice Mediation handles your personal data, you can raise it using the contact details above.

We will acknowledge the complaint within five working days and investigate and respond without undue delay, keeping you informed of progress.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

https://ico.org.uk/make-a-complaint/

Further information about how we handle personal data is available in our **Privacy Policy**.

DOCUMENT INFORMATION

Document	Complaints Handling Procedure
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