



Complaints Procedure

Cachet Associates Ltd operates a complaints handling procedure in compliance with the Civil Mediation Council (CMC) standards.

All individual Regulated Mediators must investigate complaints made against them.

1. All complaints will be acknowledged in writing within 5 working days of receipt
2. 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 should be notified of this in writing.
3. The investigation will be carried out by somebody other than the mediator that the complaint relates to.
4. If the response is not accepted the complainant can appeal to the CMC on certain grounds. Details of the CMC's appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>

To make a complaint please contact:

Claire Henley

Director

Cachet Associates Ltd

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