



ALS Mediations

Complaints Procedure

At ALS Mediations we strive to offer the highest standards of service at all times.

However, we acknowledge that sometimes things may not go as smoothly as we expect. If you are unhappy with the service that you have received from us, we would love to know about it.

How to complain

During the mediation itself, please raise the issue with the mediator as soon as possible so that the problem can be dealt with straight away.

After mediation, please communicate your experience in writing within 14 days by emailing us at info@alsmediations.com. Your complaint will be acknowledged within 5 working days, and you will receive a response within 14 days.

At ALS Mediations, we hope that we can resolve things to your satisfaction; however, if you are still unhappy and wish to take your complaint further, then the CMC (Civil Mediation Council) operates a final stage complaint procedure that you can find in their website at <https://civilmediation.org/>

For any enquiries regarding this procedure, please email us at info@alsmediations.com.