

Nigel Waddington's Complaints Procedure

If you are dissatisfied with the service I have provided you should take the following steps:

1. Contact me by email at nigel@nwmediation.co.uk setting out the full detail of your complaint. I will reply within 5 days, to acknowledge your complaint and take first steps to investigate it. If I am on leave at the time of you submitting your complaint I will respond to it within 5 days of my return.
2. I will complete an investigation of all complaints within 21 days of receiving them. If I need more time I will notify you of this.
3. If my response is not acceptable or resolution is not possible I shall, within 5 days, refer your complaint to one of the panel mediators at ADR Group, requesting a review (at my own expense) of your complaint and my response to it.
4. If you remain unsatisfied you are free to take your complaint further to the Civil Mediation Council by writing to this address: [Concerns — Civil Mediation](#)