



Complaints Procedure

We hope you have no cause for complaint, however, Nineteen Mediate recognises that sometimes things may not go as smoothly as we would have liked. If you are unhappy with the service that you have received from us, we are anxious to know about it.

How to complain: Mediation

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, the procedure is to communicate your experience in writing within 14 days by either email to Jane@nineteenlegal.co.uk or writing to Jane Peters at the address below:

*Nineteen Mediate
Cotton Court
Church Street
Preston
Lancashire
PR1 3BY*

Nineteen Mediate hopes that we can resolve things to your satisfaction; however, if you are still unhappy and wish to take your complaint further to an external body, then the CMC (Civil Mediation Council) operates a final stage complaint procedure. They can be contacted at the address given below.

The Civil Mediation Council Ltd
The International Dispute Resolution Centre,
70 Fleet Street,
London
EC4Y 1EU.

07841017905