

PATRICIA HITCHCOCK KC

MEDIATION COMPLAINTS POLICY

I am committed to providing a high standard of service at all times but if you feel that I have not met that standard, please let me know as soon as possible. I shall acknowledge any complaint in writing within 5 days of receipt: If received by email, by email; if by post, by post; if orally, please provide preferred contact details.

I accept instructions to mediate disputes through two organisations: CEDR, and Cloisters chambers. All complaints will be investigated by a senior member of the instructing organisation, in accordance with their own complaints policy, and an initial response will be provided within 21 working days of receipt. If further information or time is required to resolve the complaint, you will be notified of this in writing at that time.

I shall keep a written log of any complaints received, which can be inspected at any time by CEDR, Cloisters or CMC as appropriate, and ensure time limits are met.

If you instructed me through Cloisters: The Cloisters Complaints Procedure applies. This can be found at www.cloisters.com/complaints or by contacting my senior clerk Glenn Hudson on 0207 827 4042 or gh@cloisters.com , or Head of Chambers Martyn McLeish on 0207 827 4000 or hoc@cloisters.com. The postal address is: Cloisters, 1 Pump Court, Temple, London EC4Y 7AA.

If you instructed me through CEDR: The CEDR Complaints Procedure (attached) applies. Please contact Richard Nunn, Head of Commercial Dispute Services, on 0207 536 6060 or rnnun@cedr.com. The postal address is: CEDR, 100 St Paul's Churchyard, London EC4M 8BU.

If you do not accept the outcome of either process, including the incorporated appeals, you can appeal in writing to the Civil Mediation Council ("CMC") on the basis that I am not a fit person to hold regulated mediator status or that what I have done brings the CMC, the profession or mediation itself into disrepute. Any appeal must be made within one month of conclusion of consideration of the complaint and in any event within 6 months of the events giving rise to the complaint. The CMC policy is available at <https://civilmediation.org/complaints/>.



Better conflicts, Better outcomes, Better world

Complaints Procedure

Commercial Dispute Resolution Services

CEDR is committed to achieving high standards across our full range of services. If you feel we have not met those standards we have the following procedure for dealing with complaints.

We will:

- treat all complaints seriously and deal with them properly;
- endeavor to resolve complaints promptly; and
- learn from complaints and take appropriate action to improve our service.

Please address all complaints in writing to:

Richard Nunn, Head of Commercial Dispute Services, E: rnnun@cedr.com

What we will need to know

- Your name, contact details, and CEDR case reference
- Details of how you consider our service failed to meet the required standards
- What you would like to happen

What you can expect from us

We will:

- Acknowledge the receipt of your complaint within five working days. If you don't receive an acknowledgment, please contact us in case the complaint has not been received.
- Investigate your complaint.
- Endeavour to provide a full reply within 15 working days (occasionally we may need longer than this).
- If you are not satisfied with the response, you may request that the matter be referred to CEDR's Chief Operating Officer.