Complaints, Comments & Compliments Policy

Our Commitment to Customers

Global Mediation is committed to providing an outstanding level of service. We take all feedback seriously and endeavour to learn how we can do better and reward good service.

We Aim to Ensure That

- Making a complaint is as simple as possible
- We treat all complaints seriously
- We deal with any complaint promptly, fairly and in confidence
- We learn from complaints and use them to improve our service

What Is a Complaint?

A complaint is when you tell us that you are not happy about the service we provide. It could include:

- If we do not deliver a service on time
- If we give you the wrong information
- If you receive a poor-quality service

If the complaint involves an organisation or person outside our control, we will direct you to the relevant point of contact.

How Do We Deal with Complaints?

We try to resolve complaints as soon as they arise. Wherever possible a member of staff will endeavour to resolve any complaint, however communicated, as soon as they become aware of it. We recognise however that some issues may arise that are incapable of immediate resolution.

If a resolution is not achieved by a member of staff, or if it involves a mediator or external supplier the details are entered into our Management Information Form. A Senior Manager will then take responsibility for resolving the complaint within a reasonable amount of time. It may be that we will wish to investigate the complaint before a decision is made on an appropriate resolution.

If the complaint requires investigation, it will always be investigated by someone other than the person to whom the complaint relates.

Global Mediation
Molteno House
302 Regents Park Road
London N3 2JX

T 0208 441 1355
E info@globalmediation.co.uk
W globalmediation.co.uk

ISO 9001 REGISTERED FIRM
CMCRegistered WWW.CMCREGISTERED.ORG
QMS ISO 27001 : 2013 REGISTERED

Registered Office:
First Floor, Winston House, 349
Regents Park Road, London
N3 1DH.

Registered in England
& Wales No: 03825882

Response Times

In dealing with any complaint we will:

- Acknowledge receipt of your complaint within five working days
- Issue a full response within 28 working days.

Where it is not possible to meet the above response time, we will keep you informed and provide an explanation for the delay.

How To Make a Complaint

Complaints should normally be submitted within **30 calendar days of the incident, or of becoming aware of the issue you wish to complain about**. This helps us investigate concerns promptly while information is readily available.

If you wish to make a complaint you can contact us in any of the ways listed below:

- By email to: clientservices@globalmediation.co.uk
- In writing to: Global Mediation Ltd
  Molteno House, 302 Regents Park Road, London N3 2JX
- By telephone on: 020 8411 355

Further Complaints

If you have exhausted our internal complaints procedure and you are still dissatisfied with the resolution of your complaint you may make a further complaint to the Civil Mediation Council (CMC). Details of CMC complaints process are available at https://civilmediation.org/complaints.

Comments and Compliments

We always welcome any other comments and compliments about our service.
Please contact us in any of the ways mentioned above, complete an evaluation form where provided, or email us at info@globalmediation.co.uk . We will make sure that your comments are acknowledged and passed on to the relevant team member.

Reviewed: October 2026