

Complaints Procedure for Henrietta Hammonds (Regulated Mediator)

This sets out the procedure we will follow in dealing with a complaint about mediation services. Please note that we have a separate complaints handling procedure for all other types of work, a copy of which is available on request.

1. First contact should be with Richard Kay FRICS.
2. When your complaint is initially made orally, we will request a written summary of your complaint to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Beckett and Kay LLP
50 Gresham Street
London
EC2V 7AY
3. Once we have received your written summary of the complaint, we will contact you in writing within five working days to confirm receipt and inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one working days of receipt of your written summary, we will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will have been taken. If further time is required for our investigation, you will be notified of this in writing.
5. If you are not satisfied with the outcome of your complaint at that stage, you may refer the matter on to the Civil Mediation Council ("CMC"). The accepted grounds for complaint and details of the complaints process can be found on the CMC website at:
www.civilmediation.org/complaints/

Regulated by RICS