

Complaints Handling Procedure

We have in place a Complaints Handling Procedure (CHP) which meets the requirements for a firm regulated by RICS and also for an individual Mediator regulated by CMC.

Our CHP has two stages. Stage One gives our firm the opportunity to review and consider your complaint in full and we will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage Two to have your complaint considered by an appropriate independent redress provider: CMC for a complaint about a registered mediator or CEDR for a complaint about activities covered by an RICS regulated firm.

Stage One

- Please put the details of your complaint in writing to ensure that we have a full understanding of the reasons for your complaint and send it by email to: maggie@mfsresolution.co.uk
- The investigation will be carried out by a director of MFS Resolution, other than the person that the complaint relates to.
- We will acknowledge receipt of your complaint within 5 working days. We will investigate the complaint as quickly as possible and respond within 21 working days of receipt.
- If further time is required, you will be notified of this in writing.

If you are not satisfied with the outcome of Stage 1 you may proceed to Stage 2 to refer your complaint to an independent redress provider, as follows:

Stage Two

a) For a complaint about the services provided by a Mediator Registered by CMC

- You may refer the matter to the CMC. Details of the CMC's appeal processes and the grounds for appeal can be found at www.civilmediation.org/for-the-public/complaints
- This must be referred within one month of conclusion of consideration of the complaint by the mediator or provider and in any event within 6 months of the events giving rise to the complaint.
- All complaints must be in writing and addressed to the CMC Secretariat at: secretariat@civilmediation.org. On receipt of your e-mail the Secretariat will send you a complaint form to be completed and returned.
- The CMC will progress your complaint with due diligence and in most cases provide a final determination within 6 months of receipt of the complaint.
- The determination of a complaint by the CMC and any disciplinary measures imposed are final and no further appeal will be entertained.

b) For a complaint in respect of Professional Advice by a firm regulated by RICS:

- We have nominated the Centre for Effective Dispute Resolution (CEDR), as our independent alternative dispute resolution provider, as approved by RICS Regulatory Board. CEDR operate a number of ADR schemes including the Independent Adjudication Service Royal Institution of Chartered Surveyors (RICS) Scheme. For further information please visit www.cedr.com/consumer/rics.
- Please contact CEDR by email at: applications@cedr.com or telephone: 0207 536 6116 or in writing to The International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1 EU

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