

Mediation Terms

We are committed to providing a high-quality legal service. This includes where we are acting as a mediator on your behalf.

Our standard Terms of Business for legal matters (as attached) apply to mediations where appropriate.

At all times, we will follow the [EU Model Code of Conduct for mediators](#).

We hope that you will not have reason to complain, however if something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the mediator themselves. If they cannot resolve the complaint by discussion, please contact our managing director, Joanne Stronach whose contact details are:

Viaduct House, Carlisle, CA3 8EZ
joanne.stronach@cartmells.co.uk
01228 516666.

What will happen next?

1. We will acknowledge your complaint within 5 working days of receipt.
2. We will investigate your complaint. We will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of your complaint.
3. We may invite you to discuss the matter, either in person or by telephone, in order to resolve or clarify your complaint. If there are any delays we will explain this to you, within the 21 day period, and confirm when we expect to be able to respond.
4. In any case the person investigating your complaint will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of your complaint.
5. If you are not satisfied, you can ask the Civil Mediation Council to investigate matters themselves, on certain grounds. Full details of how to contact the CMC can be found at their website: <https://civilmediation.org/for-the-public/complaints/>. They aim to provide a final determination within 6 months of the receipt of the complaint.
6. If we have to change any of these timescales we will let you know and explain why.