

TW Mediate Complaints Procedure (February 2026)

Our Complaints Policy

We are committed to providing a high-quality mediation service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact Olive McCarthy, our Complaints Partner. You can contact her at our St. Albans office - Thornycroft House, 107 Holywell Hill, St Albans, Hertfordshire, AL1 1HQ.

Telephone - 01727 845245, Email - olive.mccarthy@taylorwalton.co.uk.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 3 working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within 3 working days of receiving your complaint.
3. We will then start to investigate your complaint. This may involve one or more of the following steps.
 - We may ask the mediator who was instructed to reply to your complaint within 5 working days;

- We may examine their reply and the information in your complaint file. We may then ask them for more information. This will take up to 10 working days from receiving their reply and the file.
4. We may invite you to meet with an appropriate Partner to discuss and hopefully resolve your complaint. We will do this within five working days of receiving all the details we need from the member of staff who acted for you.
 5. Within 7 working days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.
 6. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestion for resolving the matter. This will happen within 7 working days of us completing our investigation.
 7. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways.
 - We will review our own decision within 7 working days;
 - We will arrange for someone in the firm who has not been involved in your complaint to review it. They will do this within 10 working days;
 - Olive McCarthy, our Complaints Partner, will review your complaint within 10 working days.
 8. We will let you know the result of the review within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
 9. If we have to change any of the timescales above, we will let you know and explain why.
 10. If you are still not satisfied, you can then contact the Civil Mediation Council via email at Complaints@civilmediation.org, Address: Civil Mediation Council, 100 St Paul's Churchyard, 3rd Floor, London EC4M 8BU, Tel 01707 594104 about your complaint. Any complaint to the Civil Mediation Council about our mediation service will usually be determined within six months of receipt of a complaint.

If at any point you become unhappy with the service we provide to you then please advise us immediately so that we can do our best to resolve the problem for you. You can obtain a copy of our Complaints Procedure here from our website.

If we are unable to resolve your complaint then you can have the complaint independently looked at by the Civil Mediation Council. The Civil Mediation Council investigates complaints about services used with mediators on certain grounds. Details of the Civil Mediation Council's appeal process can be found here: <https://civilmediation.org/for-the-public/complaints/>

11. Please note that 'working days' refers to Taylor Walton's working days which are Monday to Friday.

Taylor Walton LLP