

Resolving Complaints Through Mediation

The quicker, less costly alternative for resolving complaints



Getting to grips with complaints handling

- Resolve complaints quickly
- Save time and money
- Minimise repeat complaints
- Keep matters private and contained

MEDIATION PRODUCES FAR BETTER OUTCOMES TO COMPLAINTS, IN A FRACTION OF THE USUAL TIME, AND FOR A SMALL FRACTION OF THE USUAL COST.

In many industry and services sectors, conventional complaints resolution processes are increasingly being supplemented with mediation. Whereas conventional complaints processes often involve lengthy written exchanges between the complainant and the person or body complained against, mediation can cut through the frustrations that this can cause.

Mediation gets straight to the point, and brings both sides to the table to have a discussion about how to resolve matters: dealing less with the past history of the situation, and concentrating on having a constructive dialogue and agreeing what should happen for the future.

Our mediators are all professionally trained and immensely experienced. They know how to get to the root of the problem and how to open the lines of communication between the complainant and the person or body complained against.

"Extremely relevant to my work practice as a senior leader in the organisation"

- David Patton, Head of Learning, Teaching & Quality. University of Derby

The types of complaints that mediation can address:

- Faulty / misdescribed goods
- Services not meeting expectations
- Failure to meet deadlines & timescales
- Unsatisfactory treatment of a customer/consumer
- Breakdown in communication

“Very good! I enjoyed it very much”

- Nashima Morgan
Practice Management Consultant
British Dental Association

The Mediation Service:

- Contact us in confidence and we will gladly discuss with you whether we think complaints mediation might help
- A case manager can help you to decide if complaints mediation is the right way to proceed
- We can have a complaints mediator out to you in five working days or you may choose to come to us
- We send a Mediation Summary to you, or the referrer, within 48 hours
- We follow up your case in four weeks to check how you are getting on, and to see that your agreement is holding up.

“Much appreciated. Superb!!.”

-Stephen Bate, Head of Customer Services.
Salvation Army Housing Association

We look forward to hearing from you

Please get in touch for a free and no-obligation chat with us

 **HEAD OFFICE** **LONDON OFFICE**
8 GREEN LANE | GOLDEN CROSS HOUSE
BELPER | 8 DUNCANNON STREET
DERBYSHIRE | LONDON
DE56 1BY | WC2N 4JF
 01773 829982 | 0203 633 4882

 WWW.UKMEDIATION.NET
 ADMIN@UKMEDIATION.NET