



Resolving Complaints With Mediation

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 service sectors, mediation is becoming an increasingly integral part to complaints resolutions processes.

Whereas conventional procedures often involve lengthy written exchanges between the complainant and who it is against, mediation takes a more direct approach to remove the inevitable frustrations that this can cause.

Mediation gets straight to the point and brings both sides to the table to discuss how to resolve matters: dealing less with the history of the situation and concentrating more on having constructive and future-focused dialogue.

Our mediators are all professionally trained and vastly experienced. They know how to get to the root of the problem, how to facilitate collaboration, and how to open even the most closed lines of communication.

Mediation is...

- Quick
- Confidential
- Informal
- Cost-effective

Perfect for...

- Resolving complaints quickly
- Saving time and money
- Minimising repeated complaints
- Keeping matters private and contained
- Improving operational processes

About UK Mediation



UK MEDIATION

Founded in 1999 by Dr Mike Talbot, UK Mediation has come to be recognised as the leading provider of mediation services and training.

UK Mediation uses only the most experienced mediators, with specialists in workplace, neighbourhood, family, commercial, complaints, tenancy and medical mediation.

Find out more at www.ukmediation.net

Complaints Mediation

Types of disputes complaints mediation can address:

- Faulty or mis-sold goods
- Services not meeting expectations
- Failure to meet deadlines or timescales
- Unsatisfactory treatment of a customer or consumer
- Breakdown in communication

Using our complaints mediation service:

- Contact us in confidence and we will discuss with you whether complaints mediation might help
- A case manager can help you to decide if mediation is the right way to proceed
- We can have an expert mediator out to you within five working days, or we can set up a **Telephone Mediation** session
- We send a Mediation Summary to you, or the referrer, within 48 hours after the case
- We follow up with your case in four weeks to check how the parties are getting on, and to see how the agreement is holding up

“ The mediator was personable and friendly, and managed to successfully keep the discussion on track.

Carolyn Hollis
HR Business Partner
Allergan Ltd

ANY QUESTIONS?

If you would like to discuss complaints mediation in more detail, or if you have any concerns about how the process works, you can call or email one of our experts:

0800 772 0778

hello@ukmediation.net