

Our Complaints Handling Procedure

Schutte Consulting Limited offers civil and commercial mediation services. Our Director, Sarah Schütte, is a Regulated Mediator as defined by the Civil Mediation Council (CMC) and a Member of the CMC.

We are committed to providing high-quality mediation services in accordance with the CMC's Professional Standards and Code of Conduct, and we strive to address any concerns raised clearly and promptly. We believe in open communication. In addition, we ask you for feedback so that we can reflect on your experiences with us and improve our service. Moreover, we are required by the CMC to publish a Complaints Procedure should you be dissatisfied with our service to you, which is set out below:

1. Please contact us at office@schutteconsulting.co.uk with the heading 'Complaints Procedure' in the subject matter box, so that we are alerted to it straight away. You can of course telephone us or raise in conversation with us, but we will ask you to send an email to this address as well, so that it is logged for action. Some details will be helpful (you can copy-paste this list):
 - Your name, email and phone number
 - The mediator's name and the date on which the mediation took place
 - A short description of your concerns
 - Any previous communications (you can attach screen shots or copies in PDF)
 - Any thoughts you may have as to what we can do to put things right
 - Anything else which you think is relevant or helpful
2. We will acknowledge receipt within 5 working days and confirm the date by which we will provide a response (see para 3). We will then investigate. We may need to contact you again.
3. We will respond within 21 working days with the results of our investigations, including suggestions for resolution and changes to improve our service.
4. If you remain dissatisfied with our response, you can refer the matter to the CMC by sending an email to complaints@civilmediation.org. More details of the CMC's process can be found here: <https://civilmediation.org/complaints/>.

Version 1: April 2024