



Gina Churchill - Civil and Commercial Mediator

I aim to provide a professional and first class service. If, however, you consider that for some reason you need to complain about the service I provided at your mediation session, please follow the procedure as follows:

1. Please contact me by e-mail within seven days of the mediation outlining your complaint (mediation@sirius-business.co.uk)
2. I will contact you within 5 working days of receipt of your e-mail to discuss your concerns and to establish if your complaint can be resolved by discussion.
3. In the unlikely event that your complaint cannot be resolved please send in writing your complaint to:
Align Mediation Progressive Communication
19a Cromwell Park
Chipping Norton
Oxfordshire
OX7 5SR
4. Align Mediation will investigate your complaint and will revert to you with their findings.
5. Should you still be unsatisfied, you may then refer your complaint to the Registrar at the Civil Mediation Council:-
registrar@civilmediation.org
Tel : 0207 353 3227