**EMILY HEARD**

**MEDIATOR**

**COMPLAINTS PROCEDURE**

Our objective is to ensure that you feel completely satisfied with the standard of service you receive from us.

If you are not satisfied, and if you wish to make a complaint, please follow the process below:

Please direct any complaints to:

Risk.BestPractice@bevanbrittan.com

All complaints will be handled by someone other than Emily Heard, and will be acknowledged in writing within 5 working days of receipt. We aim to investigate and respond to your complaint within 21 working days of receipt. If your complaint requires further time to investigate and respond beyond 21 working days, we will tell you in advance in writing. You will receive a written outcome report following the investigation into your compliant.

If you are not satisfied with the outcome of the investigation report, you may appeal to the Civil Mediation Council on certain grounds. Details of the Civil Mediation Council’s procedure are available here. [Complaints — Civil Mediation](https://civilmediation.org/complaints/)