

## **NFMediation complaints handling procedure**

*Updated 17Nov19*

Any customer with a complaint about the mediation process offered by NFMediation can address his/her complaint to

Nicolas Fournier, NFMediation

E: [nicolas.fournier@nfmediation.com](mailto:nicolas.fournier@nfmediation.com)

The conclusion must be submitted within one month of the conclusion of the mediation process.

All complaints will be acknowledged in writing within 5 working days of receipt

All complaints will be investigated and responded to within 21 working days of receipt. If some additional time is needed to investigate the facts, the complainant will be notified of this in writing as soon as known by NFMediation and within the 21 working days of receipt.

If the response is not accepted by the complainant, the complainant can appeal to the CMC using CMC's appeal processes as described in: <https://civilmediation.org/for-the-public/complaints/>

NFMediation commits to keep written records of any complaints received.