

### **Keating Chambers' Mediator Complaints Procedure**

Keating Chambers' Mediators strive to provide the best possible service at all times. Keating Chambers prides itself on the fact that complaints about the service provided by its members are very rare. We are always, however, looking to improve our services.

Complaints about a Keating Chambers' Mediator will be dealt with in accordance with the Keating Chambers' Mediator Complaints Procedure set out below. Complaints are treated seriously, dealt with properly and resolved within specified timescales.

We encourage you to let us know of any complaint at the earliest possible opportunity.

#### **Confidentiality**

As a party to a mediation, you (together with the other party/parties and the mediator) will have signed a Mediation Agreement that contains confidentiality provisions that are binding on all parties including the mediator. In dealing with your complaint, we will have to proceed in a way that does not involve any breach of the confidentiality provisions in the Mediation Agreement.

For the avoidance of doubt, if a complaint is made by telephone or in writing as per the procedures set out below, we will always assume that **you** are authorising the ADR Clerk and/or those investigating the complaint to hear the complaint and/or view all papers or other material relevant to the matter.

#### **Informal complaint to the Mediator or the ADR Clerk**

We find that informal discussion over the telephone is often the best way to deal with complaints.

In the first instance we would always encourage you to discuss any day-to-day concerns about the services provided in relation to a mediation by one of our mediators or a clerk directly with that mediator or, alternatively, our ADR Clerk.

Contact details for an informal complaint:

- If you do not have the contact details of the mediator who handled your case please contact the ADR Clerk, Claire Thomas, on [claire.thomas@keatingchambers.com](mailto:claire.thomas@keatingchambers.com) who will provide them.
- If you wish to speak to Claire Thomas, the ADR Clerk, please contact her on [claire.thomas@keatingchambers.com](mailto:claire.thomas@keatingchambers.com).
- If your complaint is about the ADR Clerk, please contact the mediator or the Director of Clerking, Declan Redmond, on [dredmond@keatingchambers.com](mailto:dredmond@keatingchambers.com).

The person you contact will make a note of the details of your complaint and what you would like done about it. S/he will discuss your concerns with you and aim to resolve them within 21 days. If the matter is resolved s/he will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. That written record will be kept. You may also wish to record the outcome in writing.

We would very much hope that the matter can be resolved at this point and that you will be satisfied with the outcome.

If your complaint is not resolved informally, you will be invited to write to us about it within the next 14 days so it can be investigated formally. We set out below how to use our formal complaints procedure.

**Complaint in writing to the Head of Chambers**

Should you remain dissatisfied after speaking on the telephone with the mediator and/or the ADR Clerk, please write to the Head of Chambers, Marcus Taverner QC at Keating Chambers, 15 Essex Street, London WC2R 3AA setting out your details, the name of the person you are complaining about, the details of your complaint and what you would like done about it.

Within 14 days of your letter being received the Head of Chambers or, in his absence, his deputy will appoint one of our senior mediators to investigate it. If this is the person you are complaining about, in the first instance, please write to the Director of Clerking, Declan Redmond, at Keating Chambers, 15 Essex Street, London, WC2R 3AA. In any case, the person appointed will be someone other than the person you are complaining about.

The person appointed to investigate will write to you as soon as possible to let you know s/he has been appointed and that s/he will reply to your complaint within 14 days. If s/he finds later that s/he is not going to be able to reply within 14 days s/he will set a new date for her/his reply and inform you. Her/his reply will set out:

- The nature and scope of her/his investigation;
- Her/his conclusion on each complaint and the basis for her/his conclusion; and
- If s/he finds that you are justified in your complaint, her/his proposals for resolving the complaint.

A written record of the complaint will be kept.