
MEDIATION COMPLAINTS PROCEDURE

In addition to proactively gathering and analysing client feedback, Littleton Dispute Resolution Services ("LDRS") also operates the following complaints procedure. A complaint is defined as an expression of dissatisfaction, made orally or in writing, to a mediator or to a member of staff. The relative seriousness of a complaint can be difficult to assess, however we assume that all complaints are potentially serious and therefore all complaints should be recorded and analysed.

Any concerns about mediators or staff which relate to mediation should be raised in the first instance with Liz Dux Littleton Chambers' Chambers Director. If the complaint relates to mediation and is about either the Chambers Director or Administration Director, please discuss the matter with the Head(s) of Chambers.

If you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint. We set out the steps to do so in our formal complaints procedure below. We reserve the right not to deal with complaints made more than 12 months from the date of the event complained of.

Making a formal complaint

Please address your formal letter of complaint to:

Liz Dux, Chambers Director

Littleton Chambers
3 King's Bench Walk North
Temple, London
EC4Y 7HR

and provide the following details:

- Your name and address;
- Which mediator or member of staff you are complaining about;
- The detail of the complaint; and
- How you would like it resolved.

Within 21 days of your letter being received a senior mediator will investigate the complaint in conjunction with the Chambers Director. In any case, the person investigating the complaint will be someone other than the person you are complaining about.

The person handling the investigation will write to you as soon as possible to let you know that they have been appointed and that they will reply to your complaint within 21 days. If they find later that they are not going to be able to reply within 21 days they will set a new date for their reply and inform you. Their reply will set out:

- The nature and scope of their investigation;
- The conclusion on each complaint and the basis for their conclusion;
- If they find that you are justified in your complaint;
- Their proposals for resolving the complaint.

A written record of the formal complaint and all other related papers, replies, etc. will be kept on file for a period of six years.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure may be made to the senior mediators, Head(s) of Chambers, and Chambers Director and will include anyone else we consider necessary to involve in the complaint and its investigation. Such people will include the mediator or staff member about whom you have complained. If such a complaint is made, we will assume that

you are authorising those investigating the complaint to view all the papers or other correspondence relevant to the matter.

We hope that you will use our procedure and that this will resolve any outstanding issues. However, if you are unhappy with the outcome, you do have the choice of taking up your complaint with the Bar Standards Board.

The Bar Standards Board investigates complaints of professional misconduct or professional disciplinary issues. Complaints of this nature should be directed to them at:

Complaints Department
Bar Standards Board
289 – 293 High Holborn
London WC1V 7HZ
contactus@barstandardsboard.org.uk
Tel: 020 7611 1444