



Service and Complaints Policy

Service Quality

I always aim to deliver an excellent service to all my clients. I always ask for feedback following the provision of any mediation or conflict coaching services so that I can ensure that I am always learning and improving.

Please note that whilst I am a qualified solicitor holding a practising certificate, all mediation and conflict coaching work is carried out by Julia Burns in her capacity as an accredited mediator rather than in her capacity as a solicitor.

If you have any concerns about the level of service I have provided, please do not hesitate to contact me by telephone initially so we can talk it through. Alternatively, please send your concerns to me by email at juliaburns@doveintheroom.com. I hope that any concern can be resolved between us without the need for further steps, however, if you do not feel that your concern has been adequately addressed, please follow my formal complaints procedure as set out below.

Formal Complaints Procedure

1. I will treat any expression of dissatisfaction or complaint seriously and will deal with it properly in accordance with the requirements of the Civil Mediation Council.
2. All complaints will be acknowledged in writing within 3 working days of receipt.
3. All complaints will be fully investigated and responded to in writing within 21 working days of receipt. On occasions further time may be required, in which case I will contact you to let you know when I will be able to respond.
4. My written response will include a summary of the investigations undertaken, the conclusion and the reason for that conclusion.
5. If a complaint is upheld, the written response will include proposals for the resolution of the complaint.
6. I keep a written record of all feedback and any formal complaints.
7. Please send your formal complaint to me by email at juliaburns@doveintheroom.com.
8. If you remain unsatisfied following my response, you may wish to use the complaints resolution service offered by the Civil Mediation Council: <https://civilmediation.org/for-the-public/complaints/>