



Complaints Procedure

We pride ourselves on providing the best possible service to our clients and users of our mediation services. However, we also understand that things can sometimes go wrong. We use those rare occasions to strengthen our relationships with those who use our services by acting efficiently and promptly and improving the services we provide.

Complaints process

1. Please feel free to notify us of any complaint or concern by telephone or by requesting a meeting. We may be able to put matters right immediately.
2. If you would prefer to complain in writing, or if we have been unable to put matters right following a verbal complaint, please email rachael@squaringcircles.uk providing:
 - a. Your name, address and contact details.
 - b. A description of your concerns or complaint.
 - c. What you would like us to do to put matters right.
 - d. Copies of any relevant documents.
3. We will acknowledge receipt of your complaint within 7 days and provide a written response to your complaint within 28 days.

Legal Services

If, in relation to legal services we have provided, we are unable to resolve the issue or you are dissatisfied with our service, you have the right to complain to the Scottish Legal Complaints Commission (SLCC), The Stamp Office, 10-14 Waterloo Place, Edinburgh EH13EG. SLCC can also be contacted on 0131 201 2130 or enquiries@scottishlegalcomplaints.org.uk.

Mediation Services

If, in relation to mediation services we have provided, you remain dissatisfied with any aspect of how we have handled your complaint, in certain circumstances you can complain to the Civil Mediation Council. Further information can be found [here](#).

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Squaring Circles

PHILOSOPHICAL MEANING – to see equally in four directions – up, down, in and out

METAPHORICAL MEANING – attempting anything that seems impossible

SQUARING CIRCLES

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