



## Complaints

We pride ourselves on providing the best possible service to users of our mediation and negotiation 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.

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, please email [info@squaringcircles.uk](mailto:info@squaringcircles.uk) with the subject heading "COMPLAINT" and 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 request a meeting with you, either in person or online, to attempt to resolve your complaint.
4. If your complaint is not resolved at that meeting, we will provide a written response to your complaint within 28 days and thereafter seek to resolve your complaint through further dialogue or correspondence.
5. If you remain dissatisfied with any aspect of how we have handled your complaint for complaints regarding our mediation services, in certain circumstances, you can complain to the Civil Mediation Council. Further information can be found [here](#).

### Squaring Circles

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

METAPHORICAL MEANING – attempting anything that seems impossible

#### SQUARING CIRCLES

Registration number SC641319. Registered office at Caledonian Exchange, 19A Canning Street, Edinburgh EH3 8HE

E: [info@squaringcircles.uk](mailto:info@squaringcircles.uk) T: 0131 250 4679 W: [squaringcircles.uk](http://squaringcircles.uk)