KELLY Lemon

COMPLAINTS PROCEDURE

Kelly Lemon | Civil & Commercial Mediator
CMC Associate Mediator | IMI Qualified Mediator

I strive to offer a professional and supportive mediation experience. However, if you are ever dissatisfied with any part of the process, I want to ensure your concerns are heard and addressed appropriately.

01 INFORMAL RESOLUTION

In the first instance, you (or your legal adviser, if applicable) are welcome to raise any concerns with me by email at info@kellylemon.com. I will do my best to address and resolve the matter informally and promptly.
If you are unsure whether your concern relates to my role as mediator or another aspect of the case, your legal adviser may be able to help you assess the issue before contacting me.

02 SUBMITTING A COMPLAINT

If the issue cannot be resolved informally, or you would prefer to make a formal complaint, please send a written summary by email to info@kellylemon.com. Your complaint should include your name and contact details, a clear description of the concern, when it occurred, any supporting information or background, and what outcome you are seeking.

03 WHAT HAPPENS NEXT

I will acknowledge your complaint within five working days (or within five days of my return if I'm away) and aim to respond fully within 21 working days. If more time is needed, I'll let you know. Where appropriate, I may offer to refer the matter to a trusted third party for independent review.

04 CMC ESCALATION

If your complaint remains unresolved and the mediation was conducted under the CMC's Mediator Membership Scheme, you may refer the matter to the Civil Mediation Council for independent review.
Further details can be found here:
https://civilmediation.org/complaints/