

WATSON FARLEY
&
WILLIAMS

WFW Client Complaints Procedure - Mediation

JANUARY 2024



COMPLAINTS PROCEDURE

- We aim to provide an efficient professional mediation service. However, if our service falls short of client expectations, we shall make every attempt to ensure that the complaint is resolved.
- Every complaint shall be dealt with promptly and thoroughly and by someone not the subject of the complaint.
- Every complaint shall be drawn to the attention of the Managing Partner (or their absence, the Senior Partner) who shall ensure that the complaint is investigated by an appropriate person of sufficient seniority who has no direct relationship with the client in question.
- Your complaint will be acknowledged in writing on receipt or within 5 working days and you will be notified of the name of the person who will investigate the complaint.
- As part of this process, you may be invited to attend a meeting (either in person or virtually) with the individual responsible for investigating your complaint in order to elaborate on your concerns and to answer any questions that we may have. You may decline to attend any meeting if you do not feel comfortable doing so but note that this may hamper our ability to fully investigate your concerns.
- If you do attend the meeting, you may be accompanied by one person to assist you in the presentation of your complaint and any others who have first-hand knowledge of the subject matter of the complaint and are able to support you in any factual elements of it.
- Your complaint will be investigated, promptly, thoroughly and objectively and will be responded to within 21 working days of us receiving the complaint. More serious complaints and those that require a more detailed investigation may take longer, but if this is the case, then we will notify you of any revised timescales. Following the outcome of the investigation you will be notified in writing with an explanation of the outcome, together with a description of any action which has been, or shall be, taken and if appropriate any offer of compensation.
- Should you remain dissatisfied following the outcome of the complaint, you may be entitled to complain to the Civil Mediation Council ("CMC") via complaints@civilmediation.org. The complaint to the CMC must be submitted within 1 month of our conclusion of your complaint and in any event within 6 months of the events giving rise to the complaint. Complaints received outside these time limits will only be accepted at the discretion of the CMC. Further information on the requirements for submitting a complaint to the CMC is available on the CMC's website <https://civilmediation.org/complaints/>.
- We will keep a record of all complaints received in compliance with our legal and regulatory obligations.

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1 DOCUMENT INFORMATION

1.1 Document History

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WFW document owner:	Director of Risk and Compliance
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1.2 Review and Approval

This document requires the following approvals:

Name:	Title:	Date Approved:	Comments:
Neeta Aulak	Director of Risk and Compliance		

1.3 Document Version Control

VERSION	DATE	AUTHOR	COMMENTS
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This is a WFW document. It will be reviewed at least annually. If you have any feedback on this document, please contact the document owner set out above.