

Complaints Policy

If you have any concerns about the service we have provided you or wish to make a complaint please contact Michael Hainge by email mh@ethicalcommercial.com or phone 07970 964004.

Stage one

At the earliest opportunity we will seek an informal meeting with you for the purpose of understanding your concerns or complaint, how the dispute arose and what the respective parties can do to resolve the immediate issues and take steps to prevent their reoccurrence. If we are unable to come to an agreement at this stage we will move to stage two.

Stage two

We would ask you to submit the details of your complaint in writing. All complaints will be acknowledged within three working days or sooner.

We will investigate your complaint within 21 days unless the circumstances of the complaint mean we need more time, in which case we will write to you to let you know and keep you updated on our progress.

If your complaint relates to Michael Hainge, then it will be investigated by Ian Edward – ie@ethicalcommercial.com phone 07900 980535.

Stage three

If you are unhappy with our response **and** your complaint was in relation to mediation services provided by Michael Hainge, you may in certain circumstances appeal to the Civil Mediation Council. Details of how to do this may be found at <https://civilmediation.org/for-the-public/complaints/>

We keep a written record of any complaints we receive and these will be reviewed by our board of directors to help improve our services.