

Tutu Foundation UK Mediation Service (“TFMS”)

Complaints Policy

We at the Tutu Foundation Mediation Service are committed to providing the best possible service to our clients. However, if there is cause for dissatisfaction, we will treat all complaints seriously and try to deal with them promptly and properly.

The first step is to notify us that you are not satisfied. This can be done by telephone, e-mail or by letter to our office address:

32 Grove Street OXFORD OX2 7JT

T: +44(0)1865 514830

E: info@tutufoundationuk.org

We will respond within three working days

If our initial response does not meet with your approval, or if you remain dissatisfied, you can make a formal complaint by writing to us at our above office address. One of our TFMS directors will contact you as soon as reasonably possible to discuss your complaint with you, and to seek to agree a way forward with you in order to resolve the complaint.

If you remain dissatisfied with the outcome, you can write to the Chairman of the Trustees of the Tutu Foundation UK at chair@tutufoundationuk.org. The Trustees will seek to resolve the issues with you. Further, if appropriate, the Trustees may suggest the appointment of an independent mediator to assist in finally resolving the dispute. If further mediation is acceptable to you, you will have an opportunity to put forward the names of up to three mediators, and thereafter to agree with the Trustees the most appropriate mediator for the dispute.

If the TFMS complaints procedure as outlined above fails to resolve the issues in a manner acceptable to you, you would be entitled to approach the Civil Mediation Council’s Complaints Resolution Service. The scheme can be contacted through their web site at <http://www.civilmediation.org>