

Dr Robert Greenbaum Mediation Complaints Procedure

1. I am committed to providing high quality mediation services and will take any complaint very seriously. I am constantly trying to improve my mediation skills and so will also treat any complaint as an opportunity to learn and develop.
2. If you are not satisfied with any aspect of my service please, in the first instance, address the complaint to me, by email rgreenbaum@theheart.co.uk if possible within two weeks of the incident complained of. I will then contact you as soon as possible, but no more than two weeks later, to try to resolve the matter.
3. If this process is not acceptable to you, or if it is not possible to resolve the matter, I will refer the matter to an independent mediator to listen to your complaint and to make any recommendations that he or she may consider appropriate. The mediator will listen to and have regard to any suggestions made. Any costs of the independent mediator will be borne by myself.