



Complaints Procedure

We pride ourselves on providing the best possible service to the users of our services. However, we also understand that things can sometimes go wrong. We use those rare occasions to strengthen our relationships with those who use our services by acting efficiently and promptly and improving the services we provide.

Complaints process

1. Please feel free to notify us of any complaint or concern by telephone or by requesting a meeting. We will do our best to put matters right immediately.
2. If you would prefer to complain in writing, or if we have been unable to put matters right following a verbal complaint, please email admin@squaringcircles.uk providing:
 - a. Your name, address and contact details.
 - b. A brief description of your concerns or complaint.
 - c. Identify what you would like us to do to put matters right.
 - d. Copies of any documents you think we should see.
3. We will acknowledge receipt of your complaint, in writing, within 5 working days.
4. We will investigate your complaint and provide a written response within 21 working days. If for any reason we require further time to issue our response, we will notify you in writing and provide you with an explanation.
5. If you are not satisfied with our response, we ask that you notify us in writing within 14 working days of receiving our response. We will then escalate your complaint to another panel member who had no involvement in the investigation for further consideration.
6. You will be provided with our final response within 21 days of you notifying us in writing of your dissatisfaction (in accordance with paragraph 5). If for any reason we require further time to provide you with our final response, we will notify you in writing and provide you with an explanation.
7. If you are a user of our services, and remain dissatisfied, we will invite you to agree to the appointment of a mediator, in accordance with our Terms of Engagement.
8. All of the individuals on our panel are regulated and hold memberships with highly regarded membership bodies. Further details will be made available on request.
9. For complaints relating to the provision of mediation services, you may be able to appeal to the Civil Mediation Council or the Scottish Mediation Network, on certain grounds. Further details can be found here: [Civil Mediation Council](#) | [Scottish Mediation Network](#)

Squaring Circles

PHILOSOPHICAL MEANING – to see equally in four directions – up, down, in and out

METAPHORICAL MEANING – attempting anything that seems impossible

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