



Complaints procedure

If you have any concerns about the service you have received, please contact Marjorie Mantle to discuss. She will acknowledge your message as soon as she reads or hears it.

As soon as practical, Marjorie will meet with you if you wish, in an effort to resolve your concerns.

If you are still dissatisfied following this meeting, please write to the Scottish Mediation Network (SMN) (www.scottishmediation.org.uk) asking for the names of three mediators so you can choose one. This mediator will meet with you and representatives of Mediation Scotland to help facilitate a satisfactory outcome.