



Concerns or Complaints

We seek excellence in all that we do and that includes the way in which we handle any concerns or complaints that are raised. Although rarely used, we have a procedure for dealing with concerns and complaints that ensures that these are given proper attention and that they help us to make improvements in our service, as well as providing redress if appropriate.

If you have any concerns about the service provided by Core or by any of its mediators, please contact John Sturrock as soon as convenient. We undertake to address your concerns as soon as we reasonably can and to discuss with you any issues which you wish to raise. If it is not possible to resolve matters by discussion, we undertake to engage an independent mediator to help to address matters in a constructive way and to explore the most appropriate way to achieve a solution

We will seek to:

- treat all complaints and concerns (both verbal and written) seriously and confidentially
- record all complaints and concerns
- resolve complaints and concerns promptly
- learn from complaints and concerns and improve our service delivery as a result

Please address all concerns and complaints to:

John Sturrock
Chief Executive

john.sturrock@core-solutions.com

Core Solutions Group Limited
10 York Place
Edinburgh
EH1 3EP
Tel: 0131 524 8188

Please provide us with:

- Your name and address and how you can be contacted
- Details of your concern or complaint
- An explanation of what you would like to happen



What Core will do:

- Acknowledge receipt of your concern or complaint within 7 working days with an indication of how long it will take to provide a detailed response. (If you do not receive an acknowledgement within this timescale, please contact us.)
- Investigate your concern or complaint thoroughly and carefully
- Write back to you with a full and detailed response, usually within 14 working days
- Should you not be satisfied with the response, refer the matter to the Civil Mediation Council's Complaints Resolution Service for a free independent mediation.