|  |  |
| --- | --- |
| Client Concern / Complaint Form | |
| Date and time of session: | |
| Practitioner concerned: | |
| Type of session: | |
| Location: | |
| What happened to cause you to be dissatisfied? | |
|  | |
| How can we make this right? | |
|  | |
| Name: | |
| Address: | |
| State/Territory: | Postcode: |
| Phone: | |
| Email: | |

This service expects to respond to any complaints within 7 working days of receiving a Client Complaint Form. The response will include speaking with the mediator involved and contacting you to discuss your concerns. If you are not satisfied with the response, all mediators who work for this service have an independent external complaints service where unresolved disputes can be reviewed. You will be provided this information as part of our response to your initial complaint.

Yours Sincerely

Craig Anderson

Owner Mediate-Me,

NMAS Nationally Accredited Mediator.

Bach. Elec. Eng. M. Min.Lead.