

Dr Georgina Tsagas
Mediation | Dispute Resolution
Complaints Procedure

Please sent any complaints to Dr Georgina Tsagas in writing by email to:

g.tsagas@icloud.com

1. All complaints will be acknowledged in writing within 5 working days of receipt.
2. All complaints will be investigated and responded to within 21 working days of receipt.
3. On occasions further time may be required, in which case the complainant will be notified of this in writing.
4. If our response is not accepted the complainant can appeal to the [Civil Mediation Council](#) – Details of the CMC's appeal processes can be found here: [Civil Mediation Council Complaints](#).

We will keep written records of any complaints received.

May 2022