

MEDIATION ADVOCATES/ADVISORS COMPLAINT PROCESS

I. SUBMISSION OF COMPLAINTS

All complaints regarding Mediation Advocates/Advisors must be submitted by the interested persons, in writing, to CONCILIA, specifying the conduct about which the person is complaining.

II. REGISTRY OF COMPLAINTS

The CONCILIA management maintain a registry of all complaints filed against an advisor.

III. INFORMAL RESOLUTION

CONCILIA shall acknowledge, in writing (via email or via fax), receipt of the complaint to the complaining party, provide notice of the complaint to the advisor. After review by the CONCILIA's Management it will seek to resolve the complaint informally unless CONCILIA determines otherwise.

IV. CONCILIA REVIEW

If the CONCILIA's Management is unable to resolve the complaint informally, it will be determined the appropriate course of action to be taken, which may include the following (but not only):

- A. That the complaint does not warrant further action.
- B. That the advisor be provided with a copy of the complaint with a request for a written response and advised that a copy of the response will be provided to the complaining party.

C. That upon review of the advisor's response, CONCILIA may request additional information from the complainant, the advisor or third parties.

D. That upon review of the papers, no further action shall be taken or that action should be taken against the advisor.

V. REMEDIAL ACTIONS

Upon completion of its investigation, CONCILIA may require, as a condition of remaining on the roster, that the advisor take such action as it deems appropriate, including but not limited to the following:

a) Attending additional training in Mediation Advocacy; observing other advisors; or being mentored by other advisors currently on the CONCILIA's roster.

b) CONCILIA may determine that the advisor should not conduct any mediation advocacy activity in CONCILIA and outside CONCILIA, until the completion of the required remedial actions.

c) The CONCILIA Management may determine that the advisor should be removed from the roster and/or reported to his/her professional order of belonging.

VI. APPEAL

The advisor may appeal the CONCILIA's decision to be removed from the roster by starting a mediation procedure before an accredited public mediation provider. A copy of the appeal shall be provided to CONCILIA. If, after of period of maximum 30 days, the controversy is not solved by the parties, the written determination of the nominated mediator shall be final.