**Complaints Procedure**

Meya Associates welcomes comments, constructive, negative and positive about our service. It is important to us that we provide a service that meets people’s needs. If for any reason you are not satisfied with the service, you have received from us please tell us as soon as possible so that we can take steps to investigate any complaint and take action to rectify it where possible.

**Step 1**

Tell the person who provided the service that you are unhappy and why. It may be that we were not aware of your concerns and may be able to resolve the matter to your satisfaction.

**Step 2**

If you do not want to speak to the individual or have already tried this and are still not satisfied, you can write, or telephone Esi Kpeglo. Esi Kpeglo will contact you by phone to discuss your concerns, talk to colleagues’ involved and ensure that service policies and procedures have been adhered to and send you a letter outlining her findings.

If the person you have a complaint is Esi Kpeglo, she will contact you by phone to discuss your concerns and will write to you outlining what has been discussed and the outcome.

**Step 3**

Meya Associates hope to resolve any complain using the above procedure. However, should you still feel that your concerns have not been addressed, you are welcome to contact the Chartered Institute of Personnel Management, for HR related issues, or the College of Mediators of which Esi Kpeglo is a member

Esi Kpeglo, Senior Consultant of Meya Associates can be contacted regarding any concern by:

M: 07584 438059

Email: esi@meyaassociates.com

Or by writing to:

Meya Associates

P.O.Box 74832,

London, SE19 9DW

**The College of Mediators can be contacted at:**

Tel: 0845 65 85 258 (local rate)

Email: admin@collegeofmediators.co.uk

The College will deal as promptly as possible with all potential complaints received and will respond to the initial query within two weeks.

**The Chartered Institute of Personnel and Development**

Tel: 020 8612 6208

Email: membershipenquiry@cipd.co.uk