

Complaints procedure

BL Resolve aims to provide a responsive and effective mediation service to all our clients and to provide competent mediators appropriate for the disputes we are asked to deal with.

If you have any criticism or complaint about any of our services, would you please in the first instance address your complaint to the mediator appointed to your dispute.

If you have a complaint which is not addressed to your satisfaction by the mediator concerned, please write to:

Jonathan Lloyd-Jones

Senior partner

BL Resolve

Blake Laphorn

Seacourt Tower

West Way

Oxford

OX2 0FB

If alternatively your complaint is about the mediation in which Jonathan Lloyd-Jones was involved please write to:

Jenny Campbell

Blake Laphorn

Tollgate

Chandler's Ford

Eastleigh

Hampshire

SO53 3LG

Your complaint will then be handled in accordance with our complaint's procedure as follows.

What you must tell us

- Your name
- Details of how to contact you

- Details of your complaint
- What you would like to happen

How we deal with complaints

- We will acknowledge your complaint within five working days of receipt along with an indication of when you might expect a detailed response. If you do not receive an acknowledgment within five days, please contact us to check your complaint has been received.
- We will investigate your complaint and if necessary inform our insurers.
- After investigation we will write back to you with a full reply within 21 days of receipt of your letter. If we need longer than that to respond, we will let you know in our acknowledgment.

Should you remain dis-satisfied with Jonathan Lloyd-Jones' response, your complaint would then be referred to Carol Oster-Warriner, who will consider what further action may be required, and that might include a meeting with you in an effort to reach a satisfactory conclusion.

Our mediators will remain impartial and objective and you will not be treated any less fairly because you have made a complaint about them or any of our services.

Feedback

We would also welcome constructive comment and indeed praise for work we do well. Any correspondence in that regard should also be addressed initially to the mediator concerned or alternatively to Elaine Law at the following address:

Blake Laphorn
Tollgate
Chandler's Ford
Eastleigh
Hampshire
SO53 3LG

Contact

For further information or advice, please contact:

Jonathan Lloyd-Jones	E: jonathan.lloyd-jones@bllaw.co.uk	T: 01865 254204
Jenny Campbell	E: jenny.campbell@bllaw.co.uk	T: 023 8085 7353

This publication is not a substitute for detailed advice on specific transactions and problems and should not be taken as providing legal advice on any of the topics discussed.

Blake Laphorn uses the information it holds about you to contact you where necessary if (for instance) you have registered to attend a seminar that we are hosting or have requested information regarding the services that we provide. We will also use it to administer, support, improve and develop our business and to contact you for your views on our services, as well as to let you know about other products and services which we offer which may be of interest to you. We may send them by post, telephone or fax, email or SMS. If you would rather NOT receive further information by any particular format, or at all, or if your details need updating, please contact Elaine Law on 023 8085 7241 or by email at elaine.law@bllaw.co.uk.

We will not disclose any of your personal identifiable information to any third parties without your express permission to do so, unless we believe that we should do so to comply with the law.