

FELICIA BIEKARCK

Peacebuilding Agent

Mediation Services - Emotional Wellness - Strategic Review

Conflict Prevention | Dispute Resolution



www.vivenda.space

Positive Action on Complaints

Myself, Felicia Biekarck at Vivenda.Space strive to provide the highest standards of service at all times. I recognise that occasionally a client may feel that the service levels offered do not meet these standards. I'm determined to use those rare occasions to strengthen the relationships with those who use my services and I'm committed to resolve any resultant complaint speedily and effectively.

Complaints Procedure for Mediation Services

1. Please feel free to air any complaint orally at first, if you wish. We may be able to put matters right immediately. Please speak to myself over a call or we can arrange a meeting in person should you prefer.
2. If you do not receive satisfaction, please write an email to the address concerns@vivenda.space providing: Your name, address and other contact details. A clear description of your concerns or complaint. Your ideas about what you would like done to put it right. Copies of all relevant letters or other documents.
3. You will receive an acknowledge receipt of your complaint within 5 working days from the date of I receive your email.
4. All complaints will be investigated and responded to within 21 working days of receipt. If further time is required to complete our investigation you will be notified in writing.
5. In the event that you remain dissatisfied with any aspect of the handling of your complaint, then you can appeal to the CMC on certain grounds. The CMC operates a final stage complaints procedure, whereby it can consider complaints from those people who have exhausted a mediator's own complaints procedures. Details of the CMC appeal processes can be found here: <https://civilmediation.org/for-the-public/complaints/>

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Peacebuilding Resources

Mediation Services | Emotional Wellbeing | Restorative Approaches

London - São Paulo - International Online

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