

## Complaints Procedure

1. Should either party to the mediation have any complaint against either Eskhill & Co or their appointed mediator, the following procedure shall apply:
  - The Partner responsible for the mediation will in the first instance meet the Party with the complaint and attempt to resolve it putting any agreement in writing.
  - If this does not resolve the dispute the Partner who has not been involved in the mediation will meet to discuss the complaint with the relevant party and seek to agree a solution in writing.
  - If this does not satisfy the complainant or this is not practical because both Partners have been involved in the mediation the Scottish Mediation Network will be requested to provide the names of three independent mediators. The complaining party will have the option to choose a mediator from the list with a view to meeting both Eskhill & Co and the Party with the complaint to mediate a satisfactory solution.
2. The complainant retains the right of recourse to normal legal process.

## Indemnity Insurance

1. Eskhill & Co holds professional indemnity insurance with Towergate Professional Risks
2. Insured Value: £1m.
3. Towergate Professional Risks Policy Number: ESKH01IN01
4. Towergate Professional Risks Address: Towergate House, 5 Airport West Lancaster Way, Yeadon, Leeds LS19 7ZA