

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 Scottish Mediation may 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. If the above procedure does not resolve the complaint the complainant may refer the matter to the Committee for Excellence of the Scottish Mediation.
3. The complainant retains the right of recourse to normal legal process.

Indemnity Insurance

1. Eskhill & Co holds professional liabilities insurance through Profile PI with Beazley Syndicates 623/2623 at Lloyd's.
2. Insured Value: £1m.
4. Beazley Policy Reference: BUK/24277
5. Profile PI Address: Broadstone Mill, Broadstone Road, Stockport, Cheshire SK5 7DL
6. Claims Notification: Lloyd's Syndicate AFB 623/2623, PE ROW Claims Managers, Plantation Place., South 60 Great Tower Street, London EC3R 5AD