CONFLICT TO CO-OPERATION



COMPLAINTS AND DISCIPLINARY PROCEDURE

1. Purpose and scope

1.1 This procedure sets out how IR Change receives, investigates and decides complaints about the service or conduct of its panel mediators, and how it disciplines mediators where a complaint is upheld. It follows the DiSAC Mediation Accreditation Standards.

1.2 It applies to every mediator on IR Change's panel. Complaints about IR Change staff are dealt with under the same procedure, but are decided by a director who has not been involved in the matter.

2. Who may complain and how

2.1 Anyone may complain about a mediator's service or conduct, including a party, a party's representative or another mediator.

2.2 A complaint must be in writing and signed by, or on behalf of, the complainant. It should state the matter concerned, the mediator's name, what the complainant believes went wrong, and the outcome the complainant is seeking.

2.3 Complaints must be sent to:

Complaints Officer	Nicci Moolman, Case Manager
Email	casemanager@irchange.co.za
Telephone	076 285 4769 (Monday to Friday, 08:00 to 17:00)
Post / delivery	14 Repens Street, Stellenbosch, 7600

2.4 If the complainant needs help putting a complaint in writing, the Case Manager will assist.