



Oakland Mediation Center Complaint Procedure

1) Purpose

Oakland Mediation Center (OMC) strives to provide the best possible mediation services for our community. OMC strives to be accountable to every individual to meet high standards of satisfaction. To help us achieve our goal, this policy establishes guidelines for the receipt, retention, and treatment of complaints.

2) Procedure

- a) The individual filing a complaint must complete a "Complaint Form". The "Complaint Form" may be sent to the complainant via email, fax or postal service. Parties may also receive a copy of this Complaint Procedure if requested.
- b) Any complaint will be forwarded immediately to the General Manager. (In the event of the General Manager's absence for more than two consecutive business days following receipt, the Executive Director will be asked to address the complaint in the General Manager's absence.)
- c) All complaints will be taken seriously and addressed promptly, discreetly, and professionally. Discussions and documentation regarding complaints shall be kept in strict confidence to the extent appropriate or permitted by policy or law.
- d) Staff members and volunteer mediators who are the subject of complaints will have an opportunity to respond to the matter.
- e) If the Executive Director is unable to resolve the matter, the Board of Trustees will review the complaint and determine next steps.
- f) A written response will be issued within thirty (30) days of receipt of completed "Complaint Form".

3) Record Retention

Complaints filed under this policy shall be maintained for seven (7) years in secured files.

4) Board of Trustees – Review of Complaints

The Executive Director shall summarize complaints received and communicate them to the Board of Directors at the next scheduled Board Meeting (or immediately should conditions warrant more timely action).



Oakland Mediation Center Complaint Form

Name of Complainant:	Name of General Manager:
Address:	
Contact Number:	Best time to call:
Email Address:	Date of complaint:
Describe in detail the nature of your complaint (if necessary, add additional pages):	
Give the name of the person you first reported the complaint to and when you reported it:	
Signature of the Complainant:	Date:
Complaint Procedure: Submit this form to OMC. Your concerns will be addressed through OMC's Complaint Procedure. You will receive a response within 30 days of receipt of this form.	

Send to: Attention: General Manager
Email: info@mediation-omc.org
Fax: 248-338-0480
Postal Service: Oakland Mediation Center, 550 Hulet Drive, Suite 102,
Bloomfield Hills, MI 48302