



CONFLICT DYNAMICS

**MEDIATOR COMPLAINTS AND
DISCIPLINARY PROCEDURE**



**CONFLICT
DYNAMICS**

TRAINING & DISPUTE RESOLUTION SERVICES

Complaints and Disciplinary Procedures

1. If you wish to complain about the services of a Conflict Dynamics mediator or facilitator please read the Code of Conduct that we require our mediator to abide by and then raise your complaint directly with the mediator.
2. Should the complaint not be resolved by the mediator to your satisfaction write to us at info@conflictdynamics.co.za providing your name, the name of the mediator, the case number, the parties to the dispute and the details of your complaint.
3. Conflict Dynamics undertakes to acknowledge your complaint in writing within 5 working days of receipt your complaint.
4. Conflict Dynamics will investigate your complaint and respond to you within 21 working days of receipt of the complaint. On occasions further time may be required, in which case you will be notified of this in writing.
5. In more serious cases, we may initiate a formal investigation to determine if the mediator's conduct has violated the Code of Conduct. This may involve gathering evidence, interviewing parties, and making a determination based on the facts.
6. If the investigation concludes that the mediator's conduct has violated the Code of Conduct, disciplinary action may be taken, ranging from warnings or training to suspension or removal from the Conflict Dynamics panel.
7. The determination of a complaint by Conflict Dynamics and any disciplinary measures imposed are final and no further appeal will be entertained by Conflict Dynamics
8. If the response to the complaint and any subsequent disciplinary action is not accepted, you can appeal to the DiSAC. Details of the DiSAC complaints procedure are at [HERE](#).
9. All communications must be made in writing, but in its absolute discretion Conflict Dynamics may also accept oral representations from the parties.
10. Conflict Dynamics will keep written records of any complaints received.

For further information and to discuss the mediation contact your Case Manager at:

Conflict Dynamics
8th floor Bowmans Building
11 Alice Lane
Sandton
2146

Telephone: +27 (010) 036 3700

E-mail: info@conflictdynamics.co.za

Website: www.conflictdynamics.co.za