

## **Complaining about the National Conciliation Service**

All complaints should initially be addressed to:

Julian Mason – Service & Compliance Manger  
The National Conciliation Service  
2, Allerton Road  
Central Park  
Rugby  
Warwickshire, CV23 0PA

Complaints should be in writing and should provide full details of the complaint, including your NCS complaint reference number and the name of the caseworker/conciliator where possible/applicable

The Service Manager will respond to your complaint within 14 days

If your complaint concerns the Service Manager, or if you are not satisfied with the Service Manger's response to your complaint, you can escalate your complaint to the Service Director;

The Service Director - The National Conciliation Service  
The National Conciliation Service  
2, Allerton Road  
Central Park  
Rugby  
Warwickshire, CV23 0PA

The Service Director will respond to all complaints within 14 days

If your complaint concerns the Service Director, or if you are not satisfied with the Service Director's response to your complaint, you can escalate your complaint to the Chairman of the Independent Compliance Panel:

Mr Jim Appleton  
Chairman - Independent Compliance Panel  
c/o The National Conciliation Service  
2, Allerton Road  
Central Park  
Rugby  
Warwickshire, CV23 0PA

The Chairman of the Independent Compliance Panel will respond to all complaints within 14 days

If you are unhappy with the response from the Chairman of the Independent Compliance panel, you can take your complaint to the UK Competent Authority for non-regulated ADR providers which is the Chartered Trading Standards Institute, or to any other form of redress/complaint service that may be open to you

Chartered Trading Standards Institute  
1 Sylvan Court  
Sylvan Way  
Southfields Business Park  
Basildon  
Essex SS15 6TH