

## **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 must be in writing and should provide full details of the complaint, including your NCS case reference number and if applicable the name of the caseworker/conciliator who dealt with the case

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 ask for your matter to be reviewed by the NCS 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 your complaint within 14 days

If your complaint concerns the Service Director, or if you believe that the NCS have not complied with ADR regulations. Then you can ask for the matter to reviewed by the Chairman of the NCS's Independent Compliance Panel Mr Jim Appleton

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 review the matter and respond within 21 days

If you are unhappy with the Chairman's response and believe that the NCS have not complied with ADR regulations. You can complain to the UK Competent Authority for non-regulated ADR providers, which is the Chartered Trading Standards Institute

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