



Complaints Procedure for CBLFInMotion Ltd. (In Motion Ltd.)

At **CBLFInMotion Ltd. (In Motion Ltd.)**, we are committed to delivering exceptional mediation services. We recognize the importance of addressing complaints effectively and transparently to maintain trust and integrity. Our complaints procedure adheres to the minimum standards set by the Civil Mediation Council (CMC).

1. Accessibility and Public Availability

- Our complaints procedure is publicly available to ensure transparency and accessibility.
 - It is available on our website and can also be provided upon request.
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2. Complaints Acknowledgment

- All complaints will be acknowledged in writing within **5 working days** of receipt.
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3. Complaints Investigation and Response

- We will investigate and respond to all complaints within **21 working days** of receipt.
 - If additional time is required to complete the investigation, we will notify the complainant in writing, providing the reason for the delay and an updated timeline.
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4. Independence in Investigation

- For complaints involving mediators appointed by **In Motion Ltd.**, an independent investigator who is not involved in the mediation under complaint will handle the matter to ensure impartiality.

5. Appeals and Further Procedures

- If the complainant is not satisfied with the response, further appeal procedures are available.
 - Appeals must be submitted within **10 working days** of receiving the response.
 - Appeals will be reviewed, and a decision provided within **15 working days**.
 - Should the complainant remain dissatisfied, they may escalate their complaint to the Civil Mediation Council (CMC) on specific grounds. Details of the CMC's appeals process can be found [here](#).
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6. Record-Keeping

- All complaints and associated correspondence will be documented and retained securely for accountability and future reference.
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We value your feedback and strive to resolve any issues promptly and fairly. For any inquiries or to submit a complaint, please contact us at:

Email: complaints@cblfinmotion.co.uk

Address:

**Our US registered office for Chain Breaker Law Firm is located at:
2028 E Ben White Blvd, Suite 240, Austin, TX 78741.**

UK registered office for CBLFinMotion Ltd. is located at:

483 Green Lanes, London, England, N13 4BS

Phone:

USA: (470) 309-1426

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CBLFinMotion Ltd. (In Motion Ltd.) is dedicated to maintaining the highest standards of professionalism and client satisfaction.