

Terms and Conditions

Fees:

A quotation for the proposed mediation can be given after the details of the potential mediation have been discussed with you.

The fees quoted to you will be the total fees you will be asked to pay for the mediator's services. There are no additional administration or preparation fees.

Terms:

Invoices:

1. invoices are payable within 14 days of the date of issue.
2. where an invoice is issued to and payable by the solicitors' firm instructed by a party, settlement of those invoices is not conditional on them being in funds from their clients. The same applies to invoices issued to mediation providers.
3. where invoices are issued to parties (as opposed to their solicitors) the solicitors for each party undertake to meet any default in payment by their respective clients within 7 days of a written request.

Cancellation:

If any party cancels (as opposed to postpones) the mediation, the following proportion of the mediation fee will be payable by each party:

1. if the cancellation is made less than 48 hours before the date of the mediation, the full mediation fee; or
2. if the cancellation is made more than 2 but less than 5 working days before the date of the mediation, 50% of the mediation fee;
3. if the cancellation is made more than 5 but less than 10 working days before the date of the mediation, 25% of the mediation fee;
4. in each case without prejudice to a party's right to recover such sums from any party it may consider to be at fault for the cancellation.

Complaints Procedure:

In some circumstances, clients may feel that the service levels offered do not meet their expectations. Often concerns can be resolved very quickly and effectively by acknowledging and discussing them in the first instance. Should either party to the mediation have any complaint against Pamela Lyall, the following procedure shall apply:

1. in the first instance Pamela Lyall will meet to discuss the complaint with the relevant party with a view to agreeing a solution in writing;
2. if no agreement can be reached at this point, the complaint will be forwarded in writing to the Scottish Mediation Network, an independent charity, with a request to provide the names of three independent mediators. The complaining party will have the option to choose from the list, a mediator who will meet with the complaining party and Pamela Lyall with a view to mediating a satisfactory solution.
3. at all times the complainant shall retain the right of recourse to normal legal process

Code of Conduct:

1. Pamela Lyall operates to the Scottish Mediator Network Code of Practice for Mediation in Scotland.