

Permuto Consulting

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Ms. Cosette Reczek, Founder

Permuto Consulting seeks to deliver mediation outcomes satisfactory to all parties. In the event of any complaint which you may have, please refer to the following complaints procedure:

- 1) Please write to: complaints@permutoconsulting.com to state your complaint in writing.
- 2) All complaints will be acknowledged in writing within 5 working days of receipt.
- 3) All complaints will be investigated and responded to within 21 working days of receipt. On occasion, further time may be required, in which case we will notify you of this in writing.
- 4) If, after investigation and response you remain unhappy, you then have the option of appeal to the Civil Mediation Council on certain grounds – for details, please refer to:
<https://civilmediation.org/for-the-public/complaints/>