



## **COMPLAINTS POLICY**

We are committed to providing a high-quality mediation service to all our clients and are pleased that we very rarely have to use our complaints procedure. If something goes wrong you need to tell us about it, so that we can put matters right. It will also help us to improve our service.

We will investigate a complaints received from:

- a client
- a former client
- a prospective client who has been directly affected by a mediator's professional behaviour
- a person who has been invited to participate in a mediation process, for example another professional who attends a mediation

Any complaint must be received within three months of the last mediation session (or other meeting or contact we had with you if the case did not proceed to mediation).

If you are dissatisfied with any part of the service provided to you, raise it first with the mediator dealing with your case who will try to resolve the matter informally. If you are still dissatisfied, please put your complaint in writing.

What will happen next?

1. Within three working days of receiving your complaint we will register your complaint and will acknowledge it. We will ask you to confirm or explain any details which we need.
2. We will then investigate your complaint. This will normally involve the following steps:

- Within three working days of receiving your complaint the person investigating your complaint will raise it with the person complained about, and where appropriate request your case papers.
  - Within fourteen working days of receiving your complaint the person dealing with your complaint will either invite you to a meeting to resolve the complaint, or send you a detailed reply, which will include suggestions for resolving the matter. This will include the offer of mediation where both you and the mediator wish this to happen.
3. If you are still dissatisfied you have a right to take your complaint to the Family Mediation Standards Board and details of their complaints process can be found at <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>
  4. We are committed to reviewing our policies and good practice annually. This policy was last reviewed on 1st November 2022 by Anna Vollans.

Signed:

A handwritten signature in black ink, appearing to be 'A.V.', with a long horizontal stroke extending to the right.