



Family Matters Mediation

FINANCIAL AND CHILD MEDIATION

Head Office

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Family Matters Mediate Limited is bound by the Family Mediation Council code of practice and in addition, Family Matters have developed their own practice standards.

FAMILY MATTERS BEST PRACTICE GUIDELINES (Practice Standards)

Family Matters Will:

- Contact your client within two working days of the initial referral
- Offer both an initial individual appointment within 10 working days (sooner if referred as an urgent matter).
- If the situation is not suitable for mediation, the relevant documentation will be completed and sent to the client or their legal representative.
- If mediation is suitable, the first mediation appointment will be offered within 10 working days of completion of the individual meetings.
- Family Matters will provide full details of charging and payment policy before the first mediation. The mediation will normally be completed within 4 months unless there are exceptional circumstances.
- Family Matters will liaise with solicitors (if you have one) regarding the progress and outcome of mediation.
- Family Matters will send out mediation summaries after each meeting within 5 working days of the mediation appointment.
- Family Matters will send out a Memorandum of Understanding and a Statement of Outcome within 10 working days of the final mediation appointment.
- Family Matters will acknowledge and return telephone calls and e-mails within 48 hours of receipt.
- Family Matters welcome your feedback about our work.

www.familymattersmediate.co.uk

Contracted with the Civil Legal Aid Agency

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