 **Family Matters Mediate Limited**

 **FINANCIAL AND CHILD MEDIATION**

Suite 7, Cavendish Court, South Parade, Doncaster. DN1 2DJ

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Website: www.familymattersmediate.co.uk

**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 you within two working days of receiving your communication.
* 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 you or your 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 your solicitor if you agree 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**](http://www.familymattersmediate.co.uk)

**Contracted with the Civil Legal Aid Agency**

**Family Matters Mediation is a trading name of Family Matters Mediate Ltd | Registered in England & Wales, Company Reg. No: 8136490**

**Registered Office: Suite 7 &8 Cavendish Court, South Parade, Doncaster, DN1 2DJ**

**VAT Number 138 0920 2**

The practice of the Mediators at Family Matters is governed by their membership organisation indicated above and mediations are conducted in accordance with the Family Mediation Council (FMC) Code of Practice.

Any concern we may have as to the practice of the Mediator will be raised with him or her in the first instance. It is the policy of Family Matters to resolve matters internally and informally according to Family Matters’ complaints policy. If this is not possible we are aware we can complain in writing to the relevant Membership Organisation whose complaints procedures are available on their websites. We consent to release the mediation file to the Membership Organisation (and if necessary the FMC) should either of us wish to escalate a complaint.

Copies of Family Matters’ complaints policy and Quality Assurance documents can be obtained from Family Matters on request.