 **Family Matters Mediate Limited**

**FINANCIAL AND CHILD MEDIATION**

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

Tel: 03300881440 or 01302 369688

Fax: 01302 363649

Email: admin@familymattersmediate.co.uk

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.**

**CHILD CONSULTATION**

Family Matters offers child consultation in specific cases where the parents agree it would be helpful for them to hear the views and feelings of their child or children.

**It is never expected that the child will be asked to choose between their parents or decide an issue.**

Once a referral for mediation is received and when a child consultation is appropriate Family Matters will:

* Undertake individual meetings with the parents to explain the process and assess suitability.
* Undertake an initial joint meeting with the parents to explain the process and each parent’s responsibilities within it.
* Assign a different Child Consultant for the child/children.
* The Child Consultant will explain the process and boundaries to the parents and the child together.
* Will arrange a feedback meeting to inform the parents about the wishes and feelings of their children in order that they can make decisions which include the views of their children.
* Will write privileged summaries of the children’s wishes if requested by the parents. These documents cannot be used in evidence in any court proceedings.
* Will always offer a follow up appointment for the child if required.

Please e-mail us on: [admin@familymattersmediate.co.uk](mailto:admin@familymattersmediate.co.uk)

Telephone on: 01302 369688 or 03300881440

Visit our website: [www.familymattersmediate.co.uk](http://www.familymattersmediate.co.uk)

[**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.