

Family Matters Mediation



Comments, Compliments and Complaints

Our policy

We are committed to providing a high quality family mediation service to all our clients. We welcome comments, compliments and concerns being raised with us in order to learn and improve our practice.

If you have a complaint about our practice please contact us with the details in writing.

How we deal with Comments, Compliments and Complaints

The staff member receiving feedback will initially pass to the appropriate mediator to record the feedback. All complaints will be acknowledged within 10 days of receipt.

Complaints (including claims of breach of the Family Mediation Council's (FMC) [Codes of Practice or Standards Framework](#)) about a matter occurring within the last three months may be made by prospective, current or former mediation clients (including persons attending mediation information and assessment meetings or other initial consultations); or by others who have been invited to either participate in a mediation process), for example another professional who attends a mediation, or by other FMC Registered Mediators, including Professional Practice Consultants (PPCs); or by a participant in a Separated Parents Information Programme (SPIP).

For the avoidance of doubt, it is common for a mediator to contact a potential mediation participant after seeing the other potential mediation participant. Complaints about a mediator making contact with a potential participant do not therefore need to be investigated by mediators and will not be accepted by the FMC's complaints process (see below).

Complaints that appear to be vexatious or of a purely personal nature do not have to be investigated by mediators

All complaints that are within the scope of this policy will be investigated and responded to normally within 30 days of receipt. If further time is required before a response can be provided you will be informed of this. Where appropriate the mediator will offer a further mediation meeting to resolve outstanding issues.

If you are dissatisfied with the mediator's response you should explain in writing why your complaint has not been addressed. This will be passed to the company director for resolution. The director will normally respond within 14 days unless more time is needed, in which case you will be informed when the response will be ready.

On reviewing a complaint the director may call upon an independent PPC to review the matter and advise the company. If this is necessary written consent will be sought from clients to release their papers to the independent PPC.

The independent PPC should report within 14 days of receiving the case file to the director, who should write to the complainant confirming their decision, usually within 7 days of receiving the report.

If we have not resolved a complaint within the above timescales you may make a formal complaint to the FMC's Family Mediation Standards Board (FMSB). Details of how to make a complaint to the FMSB can be found at <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

Note, the FMSB will normally only investigate a complaint if (a) it relates to its Codes of Practice or Standards Framework and (b) you have already exhausted our own complaints procedures in the last 3 months.

IMPORTANT - TIME LIMIT FOR COMPLAINTS

Any complaint must be submitted to us promptly and in any event not later than 3 months after the grounds to make the complaint first arose. (For complaints about the way a mediation was conducted as a whole, the date the three months runs from is the last mediation session). If a complaint is made after this time an explanation for the delay must be given, along with evidence of exceptional circumstances preventing its submission sooner, and we will have a discretion whether or not to take those circumstances into account.