



Complaints Information

We are committed to providing a professional, impartial, high quality family mediation service to all clients in accordance with the standards set by the Family Mediation Council and the Family Mediators Association. We take all complaints seriously and would aim to resolve them promptly. If something goes wrong, we want you to tell us about it so we can put things right for you, and so we can address issues to improve our business. If you are dissatisfied with the service, we welcome feedback and deal with complaints fairly, promptly and with transparency.

Complaints must be made in writing within 20 working days of the issues arising.

Mediation is a voluntary process, we cannot accept complaints about the outcome of your mediation. You can submit your complaint about the conduct of the mediator or the standard of service provided, which may be sent in writing via email.

We shall acknowledge your complaint within 2 working days of receipt.

We shall review your complaint along with a review of the file and any other correspondence or relevant documentation we have received.

We shall provide you with a written response via email within 5-7 working days.

The response will detail our findings and recommendations or further action, which may include an apology, information relating to additional training or supervision or changes to procedure.

We shall make attempts to understand what you seek as a remedy and work with you to reach a resolution.

All complaints will remain confidential. However, in order to progress a complaint it may be necessary to share information to ensure the complaint is dealt with appropriately. We shall obtain your written consent to sharing any information.

If you are not satisfied with our response, the matter will be escalated to Helen Pittard.

This escalation will be made within 5-7 working days.

As per our terms and conditions, if you remain dissatisfied with our response, you may escalate the matter to the Family Mediation Standards Board in accordance with their procedures.

We do hope that any complaint will be dealt with to your satisfaction and we will always attempt to use the information provided to improve our services.

Complaints are reviewed as part of our commitment to continued improvement. Lessons identified from complaints may result in changes to administrative processes, policies or practice.