

**Family Mediation Services**

**Our Complaints Procedure**

Your Mediator is a member of the Family Mediation Association 'FMA'. The FMA is part of the Family Mediation Council 'FMC'.

In the event that you are unhappy with the conduct of mediation it is important that you are provided with clear information regarding our complaints procedure (as required by the Family Mediation Council).

We are committed to providing a high quality mediation service to all our clients and are obliged to attempt to resolve problems that you may have with the service provided. It is therefore important that you raise any concerns at the first opportunity.

If however you are unhappy with any aspect of the service you receive from us and wish to discuss this with us, please let us know.

- a. A complaint can, in the first instance, be made verbally or in writing.
- b. On receipt of a complaint, the Mediator should respond by acknowledging the complaint within 10 working days, or as soon as is reasonably practicable, together with an explanation as to when the complainant will next be contacted.
- c. The Mediator will have 30 working days from the date of the complaint to attempt to resolve the complaint informally. Further time may be required to respond to your complaint and, if so, we will notify you of this in writing.
- d. Where the Mediator is able to resolve the complaint at this stage, the complaint will be closed. However, if that cannot be done, the further states in the Complaints Procedure (as set out below) will be followed.
- e. Where a complaint cannot be dealt with as at c) above and where the complaint has to this point been only verbal, the complainant will be required to put the complaint in writing.
- f. The complaint will then be passed to a Director of Oliver & Co Solicitors. The complainant will be advised in writing that the complaint will, within 5 working days of referral, become formal and that when it does, the Mediator cannot continue with any mediation (if it is still ongoing) and the other party to the mediation will be informed that there has been a complaint although the other party will not be entitled to know any details of the complaint. The Mediator must, if they have not already done so, respond to the complainant in writing with a full response to the complainant's complaint.

**Stage Two – Referral to Family Mediation Standards Board (FMSB)**

If a complaint is not resolved internally with Oliver & Co Solicitors, the matter may be referred to the FMSB. Further details of the FMSB's complaints procedure including how a complaint can be made are available on the FMC's website here:

<https://www.familymediationcouncil.org.uk>