

Complaints Form (Required)

Please complete this form in full. If you need more space, attach additional pages and reference the section number(s) below.

A. Your details

Full name:

Preferred contact method (email/phone/post):

Email address:

Telephone number:

Postal address:

Are you a party to mediation / applicant / respondent / other (please specify):

B. Case / appointment details

Mediator name (if known):

MIAM / Joint Mediation session date(s):

Booking reference (if applicable):

How did you engage with Mediation4Families (online/in person/phone/email):

C. Informal Concern

Please set out the date and outcome of the informal concern process:

D. Your complaint

1) What happened? (include dates, times, and who was involved)

Please use bullet points wherever possible.

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2) Which part of the service does this relate to? (e.g., communication, appointment handling, fees, documents, conduct, other)

3) What impact has this had on you?

4) What outcome are you seeking?

Document List

E. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: Date:

Once complete this form should be emailed to mediate@mediation4families.online

Please put 'Complaint' as the subject of the email.

F. For Mediation4Families use only

Date received: Acknowledged: Handler:

Stage 2 outcome date: Stage 3 Outcome date:

Final outcome issued: Closed:

Registered Offices: Mediation4Families Ltd, 5 Brayford Square, London E1 0SG.

Complaints email: mediate@mediation4families.online

