

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

Complaints email: mediate@mediation4families.online

1. Purpose

Mediation4Families is committed to providing a high-quality, professional and respectful mediation service. We take complaints seriously and treat them as an opportunity to learn and improve. This policy explains how to make a complaint, the timescales we follow, and how complaints can be escalated if you remain dissatisfied.

2. Who this policy applies to

This policy applies to anyone using Mediation4Families services, including enquiries, MIAMs, mediation sessions, documentation, billing and communications.

4. Informal Resolution (Stage 1)

Mediation4Families aims to resolve all concerns at the informal stage. At this stage those with concerns should contact Mediation4Families directly via mediate@mediation4families.online we will then aim to resolve your complaint with you by offering an apology, detailed response to your concerns and/or a refund for some or all of the service that you are complaining about. The Professional Practice Consultant assigned to Mediation4Families may be involved in supporting any informal resolution.

5. How to make a Formal Complaint (Stage 2)

All complaints must have first attempted resolution through the informal stage and must provide evidence that they have tried to do so. To ensure we can investigate properly, formal complaints must be submitted using the Complaints Form at the end of this document. You may submit the completed form by email or post using the Mediation4Families contact details provided in your booking or engagement documentation.

Please submit your complaint as soon as possible and, where practicable, within 3 months of the issue arising. If you need assistance completing the form, please contact us and we will make reasonable adjustments. Depending on the type of complaint we reserve the right to contract out the consideration of any complaint to an independent individual e.g. a Professional Practice Consultant or another Legal Firm or Legal Professional.

6. Our complaint handling timescales

We follow the timescales below (working days are Monday–Friday, excluding public holidays):

Complaint Steps (Stage 1, 2 & 3)	Target timescale
Acknowledgement	Within 2 working days of receiving your completed Complaints Form.
Initial review	Within 5 working days we will confirm the issues we are investigating and any information we need.
Investigation and written response	Within 20 working days [Monday-Friday] of acknowledgement, we aim to provide a full written response. If more time is needed, we will explain why and provide a new response date.
Outcome and remedies (if upheld)	Where appropriate, we will set out any remedy, learning actions, or service improvements in our response.

5. Possible outcomes

Outcomes depend on the nature of the complaint and may include an explanation, apology, correction of an error, a change in process, refresher training, or where appropriate a fee adjustment in line with our published policies. Any financial remedy will be considered on its merits and does not affect your legal rights.

6. Complaints Appeal (PPC) (Stage 3)

If you are not satisfied with our Stage 2 response you may appeal the outcome on any of the following grounds:

- 1) New Evidence - you have new evidence that was not included in the Formal Complaint.
- 2) Procedural - you have a procedural concern about the way the Formal Complaint was handled.

7. Escalation to the Family Mediation Standards Board (FMSB) (Stage 3)

If you remain dissatisfied after Stage 2, you may escalate your complaint to the Family Mediation Standards Board (FMSB). The FMSB has delegated authority to advise upon and oversee the implementation of, and adherence to, the Family Mediation Council's (FMC) professional standards.

This includes:

- Maintaining and publishing a register of mediators and Professional Practice Consultants
- Ensuring standards of foundation training courses
- Maintaining and administering a robust system for accreditation
- Considering and making decisions on complaints and disciplinary matters that have been escalated from member organisations of the FMC.

The FMSB & FMC share an administrative office and Executive Officer.

You should normally contact the FMSB within 28 calendar days of receiving the final outcome from the PPC.

FMSB contact details:

Email: fmsb@familymediationcouncil.org.uk

Telephone: 0844 556 7215

8. Confidentiality and data protection

We will handle complaints sensitively and confidentially. Information will be shared only where necessary to investigate and resolve the complaint, or where required by law or professional standards. Personal data will be processed in accordance with our Privacy Policy.

9. Record keeping

We keep a record of complaints and outcomes to support learning and quality assurance. Records are retained in line with our data retention approach and professional obligations.

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 / 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/s, details 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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[Please continue on a separate sheet if necessary]

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?

E. Evidence

Please list any documents you are providing (emails, invoices, screenshots, letters, etc.):

Document List

F. 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.

G. For Mediation4Families use only

Date received: Acknowledged: Handler:

Stage 2 outcome date: Stage 3 Outcome date:

Final outcome issued: Closed:

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