

MEDIATION COMPLAINTS PROCEDURE

We are concerned to deal with any concern, complaint or dissatisfaction in the service we provide to you. We always encourage clients to talk to us about any concern they have as soon as possible so that we may seek to resolve it with you as early and as satisfactorily as we can'.

In addition to proactively gathering and analysing client feedback, Mediation Consultants Ltd ("MCL") also operates the following complaints procedure. A complaint is defined as an expression of dissatisfaction, made orally or in writing, to a mediator or to a member of staff. The relative seriousness of a complaint can be difficult to assess; However, we assume that all complaints are potentially serious and therefore, all complaints should be recorded and analysed.

Any concerns about mediators or staff which relate to mediation should be raised in the first instance with Pam Hatfield, Director. If the complaint relates to the mediation process or the Code of Practice, please write to Andrew Weir, Managing Director at MCL.

If you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint with our Member Organisation Resolution – First For Family Law. We set out the steps to do so in our formal complaints procedure below. We reserve the right not to deal with complaints made more than 12 months from the date of the event complained of.

Making A Formal Complaint

Please address your formal letter of complaint to:

Pam Hatfield, Director or Andrew Weir, Managing Director
Mediation Consultants Ltd
Pantiles Chambers
85 High Street
Tunbridge Wells
Kent TN1 1XP

and provide the following details:

- Your name and address;
- Which mediator or member of staff you are complaining about;
- The detail of the complaint; and
- How you would like it resolved.

Within eight weeks of your letter being received, your complaint will be investigated in conjunction with the Director. In any case, the person investigating the complaint will be someone other than the person you are complaining about.

The person handling the investigation will write to you as soon as possible to let you know that they have been appointed and that they will reply to your complaint within eight weeks. If they find later that they are not going to be able to reply within eight weeks, they will set a new date for their reply and inform you.

Their reply will set out:

- The nature and scope of their investigation;
- The conclusion on each complaint and the basis for their conclusion;
- If they find that you are justified in your complaint;
- Their proposals for resolving the complaint.

A written record of the formal complaint and all other related papers, replies, etc. will be kept on file for a period of 12 months.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure may be made to the Director and Managing Director and will include anyone else we consider necessary to involve in the complaint and its investigation. Such people will include the mediator or staff member about whom you have complained. If such a complaint is made, we will assume that you are authorising those investigating the complaint to view all the papers or other correspondence relevant to the matter.

It is essential for the complainant to use our internal procedure in the first instance, and that this will resolve any outstanding issues. We hope we will be able to resolve your complaint by one of these steps, however if we're unable to do so, you may make a complaint to our mediation organisation, Resolution – First For Family Law.

Resolution investigates complaints of professional misconduct or professional disciplinary issues that involve a breach of the Family Mediation Council Code of Practice by which we are governed in our practice as mediators.

Full details about making a complaint to Resolution about our mediation practice can be found at www.resolution.org.uk/mediatorcomplaint/

If your complaint is about poor service, it may also be possible for you to make a complaint to the Legal Ombudsman. Information about the type of complaint the Legal Ombudsman can help with can be found on their websites: Legal Ombudsman: www.legalombudsman.org.uk/helping-the-public/