

Appendix 10 A

Complaints Handling Procedure Family Mediation

Aim of the complaints policy

We value your business and do not wish you to have any reason to be unhappy with us. We are confident of providing a high quality service. It is therefore important that you raise any concerns you may have with us immediately so that we may address them particularly if the complaint breaches the FMC's Code of Practice Standards Framework <https://www.familymediationcouncil.org.uk/complaints-about-mediators/> This will help us to improve our standards.

Informal resolution

If you are dissatisfied with the service received or if you are dissatisfied with regards to a charge on a bill received, please first contact the mediator who is dealing with your matter and they will try to resolve your concerns informally. If you would prefer not to speak to the mediator concerned please contact Alison Webourne, our Client Service Manager who will arrange for another mediator to speak with you informally. Alison Welbourne can be contacted at 18-28 Clasketgate, Lincoln, LN2 1JN, email complaints@sillsmediation.co.uk

Formal procedure

If it is clear that you remain dissatisfied and you do not already have a copy of our complaints policy, we will send you one. In any event, a copy can be requested from complaints@sillsmediation.co.uk or by telephone or by letter from any of our offices. Our aim will always be to deal with your concerns as quickly as possible and without recourse to any formal complaints procedure, if that is possible. All complaints regarding the way mediation was conducted should be made within 3 months from the last mediation session.

Stage 1

You should write to Alison Welbourne our Client Service Manager at 18-28 Clasketgate, Lincoln, LN2 1JN or email complaints@sillsmediation.co.uk Please clearly mark your letter "formal complaint". Alternatively, you may wish to use the attached 'Client Complaint Form'. Please outline the cause of your dissatisfaction and if possible the action you would like us to take in order to remedy that dissatisfaction. All correspondence addressed to the "Senior Partner" or "Managing Partner" relating to complaints will be referred to the Client Service Manager.

Appendix 10 A

Complaints Handling Procedure Family Mediation



Stage 2

We will acknowledge receipt of your complaint within 10 working days. We will respond within 30 working days of receipt. On occasions further time may be required in which case we will notify you in writing. We will inform you of the name of the person who will deal with your complaint. We will allow for mediation of the complaint where both the complainant and the Mediator wish this to proceed. The firm takes any form of complaint very seriously and as a result of our ongoing commitment to ensuring good client care and quality of service, we may also outsource stage 2 of our complaints procedure to an Independent Complaints Handler, Resolve Consultancy. We believe that this is in the interest of our clients as it allows us to obtain an independent view on any complaints and also constructive feedback on how our services can be improved. Your complaint will be acknowledged by them within 10 working days and a thorough investigation undertaken. We will record your complaint in our central register.

Stage 3

The person investigating the complaint will have full access to all the information and personnel that they require to investigate your complaint properly. They may contact you directly to discuss and confirm your heads of complaints and request any further information from you to assist the investigation.

We will ask the person investigating the complaint to recommend the action which they believe would be recommended by the external family mediation body of which your mediator is a member if the complaint was referred to their office.

Stage 4

The person investigating your complaint will provide you with a detailed assessment report together with their recommendations to resolve the complaint, if any, a copy of which will be first forwarded to our Chief Executive for review. If the complaint is outsourced, we will generally follow their recommendations made but if we think they are not appropriate we will explain our reasons to you.

We have eight weeks from the date we receive your complaint to fully investigate and provide our final response to you.

If we have to change any of the timescales above, we will contact you to explain why.

Appendix 10 A

Complaints Handling Procedure Family Mediation



You will not be charged for our time spent dealing with a complaint internally nor for the time of our Independent Complaints Handler.

Stage 5

If we have dealt with your complaint through our complaints procedure and you are still not satisfied, you can contact the Family Mediation Standards Board. Details can be found here

<https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

What we learn from complaints

Our management regularly review our central records of complaints and their outcome to identify trends and to determine whether action can be taken to improve our service to clients.

Complaints management

The person with overall management of our complaints process is our Chief Executive Martyn Hall. In the unlikely event of a complaint against him, the complaint would be managed by our Compliance Officer for Legal Practice Karen Bower-Brown.

Appendix 10 A

**Complaints Handling Procedure
Family Mediation**



CLIENT COMPLAINT FORM

We understand that you have expressed dissatisfaction with the service we have provided and we are eager to investigate the matter fully to resolve any issues. So that we can understand your complaint, please complete the form below.

Your details:

Title:	
Name:	
Address:	
Telephone:	
E-Mail:	

Firm details:

Our Reference:	
Mediator:	

Appendix 10 A

**Complaints Handling Procedure
Family Mediation**

Complaint details:

Details of Complaint and Remedy sought:	
How would you like us to deal with your complaint?	In writing A meeting Other (please state)