

# Complaints about our Family Mediation Service

It is important to us that you receive the highest quality of service from our mediators.

In the event that you are not happy with the service you have received it is most important that you let us know as soon as possible, so that we may discuss the problem with you.

**Please call or email as soon as possible.**

Our governing body, the Family Mediation Council (FMC) has a complaints procedure, which we follow.

This means that a client or former client may make a complaint within three months of the date of the last mediation session to express the concern.

The complaint would need to breach the FMC's Codes of Practice or Standards Framework.

The complaint should be made in writing to us at Richard Franks Family Mediation, 3, Hilltop Farm, Kings Langley, Hertfordshire, WD4 8FQ.

The complaint will be acknowledged within 10 working days of its receipt and following the investigation of the complaint a response will be made within 30 working days.

Should it be necessary to extend this period for any valid reason or circumstance you will be notified in writing.

In the first instance we shall attempt to assist you by reference to the mediator who carried out the mediation, or if this is not acceptable, the mediator's supervisor will assist you directly. You may express your preference when making the complaint.

If the matter cannot be resolved, and should you be in agreement, the matter can be discussed in mediation.

Should you feel that we have not dealt with the matter to your satisfaction you may appeal to the Family Mediation Standards Board, who operate under the FMC.

They have specific criteria when assessing the validity of any complaint:

- The mediator, about whom you wish to complain, would need to be registered with the Family Mediation Council
- You are making a complaint about the registered mediator as a previous client of theirs, or you have a specific third-party connection to the person who received the mediation.
- You would need to have tried to resolve the issue with the mediator or service directly within the previous 3 months, and have evidence of this.
- The complaint involves a breach of the FMC professional standards (e.g. Code of Practice, PPC Code of Practice, FMC Standards Framework)

It is our hope that you will not need to complain about us, but should you wish to do so, you will be treated with respect and understanding.