

## **Complaints Policy**

We hope we will work with you as mediators in a manner that is satisfactory to you both and that assists you in reaching decisions for the future. We ask that any concern you may have as to our practice or the service provided by us referred to the mediator you are working with in the first instance. We are committed to providing a high-quality service to our clients. When something goes wrong, please let us know to help us to improve our standards. If you have a complaint about the service we have provided, please follow this procedure:

- Step One:** Please try and resolve your complaint by speaking or emailing me at the earliest opportunity and in any event within 2 months of a concluded mediation meeting.
- Step Two:** If within 3 months of a concluded mediation meeting you are not satisfied with the way I have dealt with your complaint please send your complaint in writing by emailing [hello@familymandm.co.uk](mailto:hello@familymandm.co.uk) Your complaint will be acknowledged within 7 days and reviewed by another member of the LLP within 28 days who will respond to you within this timeframe.
- Step Three:** If you then feel that we have still not dealt with your complaint satisfactorily you are able to refer your complaint to the Family Mediation Council through their website <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>