



INTERNAL COMPLAINTS PROCEDURE

Any complaint about my service will be treated with respect and immediately responded to. The complaints procedure set out below offers a clear pathway from your initial concerns to their resolution. All complaints will be dealt with by the mediator concerned, in the first instance.

1. We would ask that you confirm your complaint in writing to your mediator. This will help them look at all your concerns thoroughly and ensure nothing is missed. Day 1 of the complaint will be the day the mediator receives details of your complaint in writing. We will then have 7 days to acknowledge your complaint. The other person who attended the mediation will now be informed in writing that a complaint has been received and that our internal complaints procedure has been invoked
2. We ask that you give your mediator 14 days from the date of acknowledgment to try and resolve matters with you directly. The mediator may need to consult with their PPC.
3. If the matter is not resolved between yourself and your mediator, then the matter will be referred to Pippa Bassett. You will then be responded to within 10 days of this referral. If further time is required by Pippa Bassett, then you will receive written notification of the reason why. A copy of the mediation file and a written report from the mediator concerning the complaint will be given to Pippa Bassett.
4. It may be the case that we need to refer your complaint to an independent Professional Practice Consultant (IPPC) instead of Pippa Bassett. If this is the case, then we aim to contact you within 14 days of the conclusion of step 2 to inform you of this and to inform you of the next steps.
5. If the mediator and/or the PPC/Pippa Bassett are unable to resolve your issues, your next step is to contact the Family Mediation Standards Board (FMSB) to consider your complaint. For information about how to do this please visit [Complaints About Mediators - Family Mediation Council](#)

This web page contains a link where you can download the complaint form as well as instructions regarding where to send it once you have completed it.

If you struggle to complete the form, you can ask someone to help you to do this or phone the FMC office on 01707 594055 between 9am – 3pm, Monday to Friday.

**** Please note:**** If you have a complaint about one of our mediators, it is FMC policy that you progress through our complaints policy as set out above BEFORE you contact the FMSB. Any complaints that are referred directly to the FMSB without taking this step will not be accepted.

You may complain to the Family Mediation Standards Board (FMSB) if you have exhausted an FMC Registered Mediator's own complaints process in the last three months.

You may also complain to the FMSB if you have made a complaint to an FMC Registered Mediator, and they are not responding to the complaint.

The FMSB will only consider complaints that concern breaches of the FMC's professional standards. The professional standards are set out in the FMC's Code of Practice, the FMC's Code of Practice for Professional Practice Consultants and the FMC's Manual of Professional Standards and Self-Regulatory Framework.

The codes of practice can be found here

[Code of Practice and Guidance - Family Mediation Council](#)

Complaints that appear to be vexatious or of a purely personal nature do not have to be investigated by mediators and will not be considered by the FMSB.

Complaints can be considered vexatious when:

- the purpose appears to be to intimidate, disturb, disrupt and/or unduly or unfairly pressurise the mediator or the FMSB.
- they are persistent/repetitive and repeating the same or substantially similar complaints which have already been investigated.
- they are clearly unfounded and unsupported by evidence.
- they are irrelevant and relate to matters other than mediation.
- abusive or offensive language is used.

Complaints that are of a purely personal nature if they are discriminatory or focus on the personal attributes or circumstances of a mediator rather than their actions as a mediator again will not be considered.

THE MEDIATION PEOPLE