**DELTA FAMILY MEDIATION COMPLAINTS POLICY AND PROCEDURE**

Policy:

As an Accredited Family Mediator and member of the Family Mediators Association (FMA) and the Family Mediation Council (FMC), I am committed to providing a high level, high quality mediation service in accordance with the standards of the FMC Code of Practice.

Procedure:

If any client feels that something has gone wrong, I would like to know as soon as possible so that I can try to put it right. Any complaint must be raised within 3 months of the last mediation meeting.

Any complaint should be addressed to

Susan Nathan FMCA

Susan.deltafm@gmail.com

1 Mill Parade, Storrington, West Sussex RH20 4NF

It maybe possible to address any issues raised by email/letter/phone. Alternatively an in-person meeting maybe preferred in which case a meeting will be offered within 7 days of the complaint being received. There would be an independent person at this meeting and any complainant would be welcome to bring someone to the meeting if they wished to do so.

If the matter cannot be dealt with via phone/email/letter/in person meeting, a formal letter of acknowledgement will be sent to the complainant within 14 days which will identify an independent person who will deal with the complaint. The independent person will attempt to resolve any complaint within 14 days of being notified. The discussions and outcomes of any resolution(s) will be recorded and sent to the complainant in writing.

If at this stage, the complaint has not been satisfactorily resolved, notification must be sent in writing by the complainant to both the mediator and the independent person confirming that the outcome is not satisfactory. At this stage, the complainant has the right to make a formal complaint to the Family Mediation Standards Board (FMSB) who will take over the complaint from that point. However please note that the FMSB will not investigate any complaint unless they are satisfied that the mediator’s own complaints procedure (as above) has been fully followed.

If mediation is still continuing at this stage, the mediation will be terminated and the other party to the mediation will be informed of the complaint