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| **Family Mediation North East** |
| Client Information on Feedback and Complaints |

Family Mediation North East Limited (FMNE) is committed to providing our clients with an effective family mediation service that is consistent with the highest professional standards. We strive to ensure our practice is compliant with the professional standards requirements set out by the Family Mediation Council (FMC)*.* FMNE mediators are all members of the Family Mediators Association (FMA).

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| **Feedback, Comments and Compliments** |

FMNE invites feedback on the service received via a client questionnaire sent at the end of the mediation process. Clients are also welcome to contact FMNE regarding our service at any stage.

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| **Complaints** |

A complaint is any concern about any person’s experience of the mediation process or the service offered by FMNE and expressed to the service.

There are three stages to the complaint process and these are set out below. If at the end of the internal complaint process, the client remains dissatisfied, we would ask that the client contacts our membership organisation, the Family Mediators Association (FMA). Details of the complaint stages are outlined below.

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| **Stage 1** |

If a client feels concern about their experience of the mediation process, we would suggest that at the very earliest stage that this is drawn to the attention of the mediator or member of staff concerned. This informal approach is usually sufficient to permit staff to respond and correct or rectify most concerns.

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| **Stage 2** |

If this informal approach does not resolve the difficulties, then we would ask that the client either in writing or verbally formally notifies the FMNE designated Complaints manager, Denise Todd, or another Director if the complaint is about her, of their continuing concerns as soon as possible.

She (or another Director if the complaint is about her) will investigate the complaint and the target for completion of the investigation is 10 working days after receipt. If for any reason completion is not possible within that timescale, the client will be kept informed of the progress of their complaint by Denise Todd. It is not necessary, though it is usually helpful, if step 2 complaints are submitted in writing. However, we will also accept complaints received orally.

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| **Stage 3** |

If the above procedure fails to resolve the difficulties then the client may approach the relevant Mediation Members’ Organisation, the Family Mediations Association, and ask them to investigate their concerns. This procedure is compliant with the FMC’ Code of Practice May 2018.

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| **Contact Information** |

FMA Contact Information

Website: [www.thefma.co.uk/](http://www.thefma.co.uk/)

Email: [info@thefma.co.uk](mailto:info@thefma.co.uk)

Telephone: 01355 244594

Address:

Family Mediators Association

Glenfinnan Suite

Braeview House

9/11 Braeview Place

East Kilbride

G74 3XH

Scotland, UK

FMNE Complaints Manager: Denise Todd

Website: [www.familymediation-northeast.com](http://www.familymediation-northeast.com)

Email: [info@familymediation-northeast.com](mailto:info@familymediation-northeast.com)

Telephone: 01670 528441

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