**HALL BROWN FAMILY LAW**

**MEDIATION COMPLAINTS POLICY**

Our complaints policy is as follows:

1. Should you wish to raise a complaint regarding the mediation service which you received, at first instance this should be directed to the mediator concerned. Your complaint will then be acknowledged within three working days of receipt by either the Managing or Senior Partner.
2. We will consider your complaint with the benefit of any relevant documents and input from the mediator and provide a detailed response to you within 14 days of the date of your complaint. In the event it will take longer than 14 days, we will notify you in advance of the deadline with detailed reasons as to why we require more than 14 days.
3. After the above procedure has been followed if you still remain dissatisfied or after a period of eight weeks from the date of making the complaint to us, you may refer your complaint to the mediator’s Professional Practice Consultant (PPC).
4. In the event discussions with the mediator’s PPC do not result in your complaint being resolved, you may wish to contact The College of Mediators, in their capacity as the mediator’s membership body.
5. Mediation of your complaint may be appropriate where both you and the mediator wish this to proceed.
6. In the unlikely scenario where you have exhausted all of the above avenues without a satisfactory result, your complaint should be directed to the Family Mediation Standards Board. The FMSB can be contacted via fmsb@familymediationcouncil.org.uk or by phone on 0844 556 7215.