

COMPLAINTS POLICY

Susanna Long Family Mediation is committed to providing a high-quality, professional service to all our mediation clients. Your feedback enables us to improve our service to you, and to our clients generally.

If you have any concerns, it is important that you raise them with us as soon as possible so we can put things right. If, having discussed the matter informally, you wish to make a formal complaint, our complaints process is as follows.

Eligible complaints

We will investigate complaints from:

- existing clients
- former clients
- prospective clients who have been directly affected by our professional behaviour as mediators;
- someone who has been invited to participate in the mediation process, such as another professional who attends a mediation.

Any complaint must be received within 3 months of the last mediation session (or other meeting or contact we had with you if the matter did not proceed to mediation).

As registered mediators with the Family Mediation Council (**FMC**), we are bound by the FMC's professional standards, including the FMC Code of Practice and Manual of Professional Standards and Self-Regulatory Framework (see <https://www.familymediationcouncil.org.uk/mediator-area/standards-codes-guidance/>). Your complaint must relate to an aspect of our professional mediation service which amounts to a breach of these standards.

Complaints process

1. If you are dissatisfied with any part of our service, please raise it with your mediator as soon as possible so that we have a chance to discuss your concerns and resolve things informally.
2. If, following discussion, you are still dissatisfied, please put your complaint in writing and email it to info@susannalongmediation.co.uk using the subject header "Complaint".
3. We will acknowledge your complaint within 10 working days of receiving it. We will also ask you to confirm or explain any details which we need. We will then investigate your complaint.
4. We will respond to your complaint within 20 working days of first receiving it: we will either invite you to a meeting to resolve the complaint, or, alternatively, provide you with a detailed response in writing including our suggestions for resolving the matter. This will include the offer of mediation if both you and the mediator wish this to happen. Occasionally we may need additional time to respond; if so, we will let you know this in writing.

5. If you are not happy with the response, you may complain to the Family Mediation Standards Board (**FMSB**) if you meet their criteria. The FMSB is the regulatory arm of the FMC. The FMSB's criteria and complaints process are available here:
<https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

In making a formal complaint, you consent to your case file being passed to any complaints handler, should that become necessary.