



Rowan Tree Mediation

Complaints Policy and Procedure

1. Introduction

Rowan Tree Mediation actively welcomes both positive and negative feedback about our service. It is essential to our business that we provide a service that meets people's needs and that we do so to the best of our ability. If for any reason you are not satisfied with the service you have received from us, please tell us as soon as possible so that we can rectify the situation at an early stage, as well as improve our service.

If your concern is not dealt with initially to your satisfaction, a formal complaint can be made by following our Internal Complaints Process below.

Any client, former client or qualifying third party (see section 3 below) may make a complaint that relates to breaches of the Family Mediation Council's Codes of Practice or Standards Framework that occurred within the last three months.

In accordance with the Family Mediation Council direction, complaints that appear to be vexatious or of a purely personal nature do not have to be investigated.

Rowan Tree Mediators review all complaints received with their Professional Supervisor. Complaints are also reviewed annually in order to identify any recurring concerns or trends so that we can rectify them and put in place training requirements.

2. Internal Complaints Process

- a. Any client, former client or qualifying third party may make a complaint (in writing, by email or post) that relates to breaches of the Family Mediation Council's Codes of Practice or Standards Framework that occurred within the last three months. The date of the three months runs from the date of last mediation session.
- b. We will acknowledge a complaint promptly, normally within a working day of receiving it and no later than 10 working days of receipt.
- c. Complaints will be investigated and dealt with by Rebecca Semple (Family Mediator). She will talk with any other members of the team involved and investigate whether service policies and procedures have been adhered to. She will keep you updated with the progress of the investigation, and she will contact you in writing with her findings no later than 30 working days from receiving your complaint. On occasions, further time may be required, in which case notification of this will be made in writing. If a complaint is made against Rebecca Semple, we can ask a third party, usually her Professional Supervisor or another accredited mediator with experience of complaints investigation, to investigate and make a response within the same timeframe.
- d. Mediation of the complaint with an independent accredited mediator is possible, if both the complainant and the mediator wish this to proceed.



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3. Qualifying Third Parties and related issues

The following qualify as third parties who can make a complaint against a mediator:

- A prospective client who has been directly affected by a mediator's professional behaviour
- A person who has been invited to participate in a mediation process, for example another professional who attends a mediation

For the avoidance of doubt, it is common for a mediator to contact a potential mediation participant after seeing the other potential mediation participant. Complaints about a mediator making contact with a potential participant do not therefore need to be investigated by mediators, and will not be accepted by the FMSB.

Likewise, mediators may sign court forms to say one person has attended an intake meeting or a Mediation Information and Assessment Meeting (MIAM) without notifying a potential second mediation participant or inviting them to attend MIAM themselves. Complaints about a mediator not making contact with a potential participant do not therefore need to be investigated by mediators, and will not be accepted by the FMSB.

Please note that neither mediators nor the FMSB will be able to disclose any information to a third party that is confidential between the mediator and the mediation participant(s). It is therefore normal that a third party will only receive a limited amount of information in response to their complaint, even in circumstances where it is considered by the FMSB.

4. Documents and Record Keeping

We will ensure all documents and data relating to any complaint are kept confidential and only disclosed so far as is necessary for:

- a. the investigation and resolution of the complaint;
- b. internal review for the purposes of improving our practice and developing our training;
- c. complying with requests from the Family Mediation Council in the exercise of their monitoring and auditing functions.

A record will be kept of each complaint, all steps taken in response to it and the outcome of the complaint, together with a copy of all correspondence, including email, and all other documents generated in response to the complaint. Please also see our Client Privacy Policy which is available on our website.

5. Further Options

If you are unhappy with the outcome of our internal complaints handling process, you may take the matter to the Family Mediation Council's [Family Mediation Standards Board](#) (FMSB). The FMSB will follow their published complaints handling scheme, and they will inform you of the process and timescales. We will assist this organisation in full with any enquiries they make.

The [Family Mediation Council](#) can be contacted at:

FMC International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU

Tel: 01707 594055

Email: complaints@familymediationcouncil.org.uk