

TCALM Solutions Ltd Complaints Procedure

Our objective is to promote high standards of professional practice in mediation. Integral to the concept of good practice is a means of resolving disputes or complaints that may occasionally arise about the conduct of our mediators, and or our organisation. We aim to learn from complaints and use them to improve our service.

1. Our commitment to resolving complaints

We will respond to a complaint promptly.

We will respond to all complaints professionally and confidentially.

We take all complaints seriously.

We value all feedback on our services.

2. Who to contact first with your complaint

Speak or write directly to your mediator with full details of your complaint. It would be helpful to include your full name, the name of the participants of any mediation and the date of any mediation that has taken place or is booked. Please provide a telephone number and email address (even if you have already provided one) to make sure that we have a record of it should we need to contact you urgently for any reason.

If the complaint is about an aspect of our administration or service, or breaches of the Family Mediation Council's professional standards, you must write directly to the individual mediator or managing director at the following address:

TCALM Solutions Ltd
282 Leigh Road
Leigh on Sea
Essex, SS9 1BW

Email: office@tcalmsolutionsltd.co.uk

Tel: 07468 723 817

Complaints that appear to be vexatious or of a purely personal nature will not be investigated and will not be considered by the Family Mediation Standard Board.

Complaints can be considered vexatious when:

- the purpose appears to intimidate, disturb, disrupt and/or unduly or unfairly pressurise the mediator or the FMSB;
- they are persistent/repetitive, and repeating the same or substantially similar complaints which have already been investigated;
 - they are clearly unfounded and unsupported by evidence;
 - they are irrelevant and relate to matters other than mediation;
 - abusive or offensive language is used.
- Personal, discriminatory or focus on the personal attributes or circumstances of a mediator rather than their actions as a mediator.

3. What we will do to resolve your complaint

We may need to contact you for further information on receipt of your complaint.

We may need to contact you for further information on receipt of your complaint.

The individual mediator or the managing director will acknowledge the complaint within five to seven working days (exceptions: annual leave and sickness will mean acknowledgement could take longer).

The complaint will be investigated fully and in detail.

A written response from us will be provided within 60 working days, unless a short extension of that time period is required to further investigate, in which case we will notify you.

4. If you are unsatisfied with our response you may refer your complaint to:

Family Mediation Standard Board

Details can be found on the Family Mediation Council Website

<https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

Email: complaints@familymediationcouncil.org.uk

Tel: 01707 594055

Please note that the Family Mediation Standard Board (FMSB) will only be able to deal with your complaint following TCALM Solutions Ltd internal complaints process has been fully exhausted and the complaint involves a potential breach of the standards and code of family mediation practice.