

**Complaints Procedure**

LADR aims to provide all its customers with a high quality experience of our services including mediation, training and supervision. If this has not been achieved for you, I would like to know so that I can address your particular concerns and continually improve our services. If you are a mediation client, a training participant or a supervisee and you wish to make a complaint, please follow the steps below:

**Step 1: Informal Resolution**

Please raise your concern with your mediator / trainer / supervisor, either face to face, by phone or email. (For contact details see below). S/he will listen, try to understand and take steps to address the issue. As practitioners in the field of conflict resolution, we would hope in most cases to resolve your complaint at this point.

**Step 2: Written Complaint**

If it has not have been possible to address the complaint informally, you are entitled to make a formal complaint to LADR. This must be within 3 months of your last mediation / training / supervision session.

Please use the form below to put down in writing the nature of your complaint and return it to Lesley Allport, LADR by email ([lesley.allport@ladr.net](mailto:lesley.allport@ladr.net)) or post (The Old Smithy, Great Bolas, Telford, Shropshire, TF6 6PQ).

Your complaint will be acknowledged within 10 working days of receipt.

The complaint will be investigated and responded to within 30 working days of receipt. On occasion further time may be required, in which case you will be notified in writing.

If your complaint is about Lesley Allport you may be contacted by another trainer or her PPC.

**Step 3: Mediation**

If the complaint remains unresolved at this stage, mediation will be actively considered as a means of resolving the issue. If Lesley Allport was your mediator or trainer, another person such as an independent trainer, member of the College of Mediators or registered PPC, would be approached by mutual agreement.

**PTO**

**Step 4: Family Mediation Council**

Failing a resolution at mediation you are entitled to submit your complaint to the Standards Board of the Family Mediation Council (FMSB). For more information about this process and the grounds on which you can make a complaint please see here:

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

On this page you will see a link to the form that you will need to complete. If you would like this information in hard copy please inform us.

Please note that in order to investigate the matter the FMSB may need to access information held by LADR. This is in line with our privacy policy referred to in your Agreement to Mediate.

**Complaints Form**

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| **YOUR DETAILS**  **Name:**  **Address:**  **Email:**  **Phone:**  **Please indicate whether you are a:**   * **mediation client ❒ participant on a training course ❒ supervisee**   **If your complaint is about training. please state which course you have just attended, giving the dates, location and the name of your trainer:** |
| **YOUR COMPLAINT**  **Please give details of your complaint and the circumstances:**  **Please outline any steps taken to address this issue so far:**  **How do you see this being resolved?** |