



## Complaints Policy

Our complaints procedure complies with the Family Mediation Council (FMC) requirements.

We aim to respond promptly and courteously to any complaint, formal or informal. We value the views of clients and will endeavour always to use these views in a constructive and responsive manner.

All clients will be informed of the Complaints Policy and the policy is available on our website [www.familyreflectionmediation.co.uk](http://www.familyreflectionmediation.co.uk).

The complaint should first be addressed to the mediator, who will endeavour to resolve the client's concern, having discussed the matter with their Professional Practice Consultant (PPC) where needed.

The client will then be asked to put their concern in writing for a formal consideration of the complaint:

- A written complaint will be acknowledged in writing within 10 working days
- A response to the client will be given within 30 days of receipt of the complaint.
- If additional time is required, the complainant will be notified of the reason for this in writing

The other participant in the mediation will be notified that a complaint has been made.

If the complaint relates to breaches of the FMC's Codes of Practice or Standards Framework, it must have occurred within the last three months. Complaints that relate to the way a mediation was conducted as a whole, the date the three months runs from is the last mediation session.

The mediator's Professional Practice Consultant (PPC) may support the mediator in attempting to resolve the matter by discussion or the provision of additional information. In doing so, the PPC may review the case with the mediator and read the mediator's case notes and correspondence.

Complaints that appear to be vexatious or of a purely personal nature do not have to be investigated

Complaints can be considered vexatious when:

- the purpose appears to be 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.

Complaints are of a purely personal nature if they are discriminatory or focus on the personal attributes or circumstances of a mediator rather than their actions as a mediator.

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 contacting 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 a Mediation Information and Assessment Meeting (MIAM) without notifying a potential second mediation participant or inviting them to attend a MIAM themselves.

Complaints about a mediator not contacting a potential participant do not therefore need to be investigated by mediators and will not be accepted by the FMSB.

If a complainant is dissatisfied with the outcome, they will then be invited to contact the Family Mediation Standards Board (FMSB) within 3 months of exhausting this complaints process.

The FMSB will consider complaints that concern breaches of the FMC's professional standards. Information held by the mediator may be shared with the FMSB.

Date of this policy: 16 February 2026