



## Gateway Family Mediation Ltd

### Complaints Procedure

Gateway Family Mediation Limited is committed to providing a high-quality mediation service and experience for all our clients. If, however there is a perception that this has not been your experience we would ask you to communicate this to us as soon as possible. At the latest, concerns should be raised within three months of the conclusion of the mediation process, or the date of the last joint mediation session.

Please be aware that the complaints procedure allows a client to make a complaint that relates only to breaches of the Family Mediation Council Code of Practise. A copy of the Code can be found on the FMC website. Complaints of a purely personal or vexatious nature do not have to be investigated.

The procedure to follow is firstly to raise the matter with the mediator concerned setting out the nature of your dissatisfaction and if possible, what you feel can be done about it. Receipt of this should be acknowledged by the mediator within ten working days.

The mediator will do their best to address the issues raised within thirty working days of receiving notice of them. Should further time be needed to address the issue, you should be notified in writing of that fact.

If the mediator is unable to resolve the issue the matter will be referred to Jenny Sanders who will communicate with you directly to attempt a satisfactory resolution.

If this is not possible within a further thirty-day period, the mediator's Professional Practice Consultant will be notified as well as all other parties who were engaged in the mediation process.

The option of mediating the complaints should be considered.

Finally, if satisfaction has not been obtained, a referral to the FMSB (Family Mediation Standards board) can be made if certain criteria are met, for them to implement their complaints procedure.

This can be done by accessing the Family Mediation Council website to register a complaint.