

FOORT TAYLER COMPLAINTS PROCEDURE FOR FAMILY MEDIATION CLIENTS

OUR FMC COMPLAINTS POLICY

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to maintain, and improve our standards.

*This procedure relates to potential breaches of the FMC's Codes of Practice or Standards Framework regarding **Mediation work specifically**, and sits separate from our firmwide Complaints Procedure.*

OUR FMC COMPLAINTS PROCEDURE

- If you have a complaint, please write to us (by email or post) with the details.
- Complaints must be made **within 3 months** of the date of the **last** mediation session.
- Complaints will be investigated and responded to within 30 working days from the date of receipt of the complaint.

WHAT WILL HAPPEN?

1. Once we are in receipt of your complaint, we will provide formal acknowledgement of this receipt, within 5 working days.

We will record your complaint in our central register and open up a file for your complaint.

2. In acknowledging your complaint, we will:
 - let you know who will be dealing with your complaint
 - provide you with a summary of our understanding of your complaint, and details of any remedy we understand that you as the complainant are seeking
 - ask you to confirm or explain the details of your complaint
3. Upon receiving confirmation from you that we are informed of all the relevant facts you wish us to consider, we will then start to investigate your complaint.

This will normally involve the following steps:

- Your complaint will be addressed and overseen by Virginia Bevan, our Client Care Manager. If the complaint is against Virginia Bevan, your complaint will be handled by a Director.
- The member of staff who acted for you will be asked to formulate a response internally to the Client Care Manager.

- The Client Care Manager will then examine the response and the information in your complaint and matter file. If necessary, the Client Care Manager will also speak with the fee earner concerned.

WHAT NEXT?

The Client Care Manager will then contact you in writing (by email or post) with the findings.

You will then have the opportunity to discuss the findings with the Client Care Manager, either by telephone conversation or in writing depending on your preference, and hopefully the complaint can be resolved.

FMC complaints must be investigated and responded to within 30 working days of receipt. On occasion, more time may be required, in which case we will notify you in writing (by email or post) and explain why.

If, following the procedure the outcome is not accepted, you can ask the Family Mediation Standards Board (FMSB) to consider the complaint, if certain criteria are met.

For further details about this please click on the link below.

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