



Surrey Family & Mediation Services

Complaints Procedure

Surrey Family & Mediation Services aims to provide those entering mediation with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected. Our clients' continued involvement and goodwill is of great value to us. If you have a complaint, we would like you to tell us about it. We value the trouble you may take to explain why you are dissatisfied.

We are able to accept complaints about any aspect of our service including the administration of the mediation process and the delivery of the mediation service. However, please note that we are unable to investigate complaints about the content of mediation discussions.

How to Complain:

Making a complaint about the administration of Mediation Process

If you have a complaint about the service you receive from our mediation administration team at Surrey Family and Mediation Services, please send your complaint in writing to the Chief Executive Officer at the address set out below.

You will receive a written acknowledgement of your complaint within 3 working days. The Chief Executive will then investigate the circumstances of the complaint through an interview with the administration team member involved and may, in certain circumstances, undertake a telephone discussion with the complainant to clarify understanding. You will receive a reply in writing within 14 working days of our receipt of the complaint.

Making a complaint about Mediation

Complaints should be made initially to the Mediator with a view to satisfactorily resolving the issue there and then. If the issue cannot be resolved directly with the mediator, the complaint should be submitted in writing to the Mediation Supervisor at SF&MS. The Mediation Supervisor will then discuss the matter with the mediator and may contact the complainant to clarify aspects of the complaint if required. You will receive a response to your complaint within 10 working days of our receipt of your complaint.

If it has not been possible to satisfactorily resolve the complaint, the complainant will be invited to submit details in writing within 7 days to the Chief Executive Officer at the address below who will acknowledge receipt of the complaint within 3 working days. The Chief Executive will then investigate the circumstances of the complaint through an interview with the mediator and a telephone discussion with the complainant if required, to



clarify understanding. Following this process, the complainant will receive a reply in writing within 10 working days. Complainants will be informed of any unforeseen delays. SF&MS respectfully request that complainants notify the Chief Executive within 10 working days of receiving a reply if they are content with how their complaint has been dealt with or whether they wish to take the matter further.

What to do if you are not happy with the response to your complaint

If you are unhappy with the response received from the Chief Executive Officer regarding a complaint about our administration processes you can write to our Chair of Trustees at the address shown below.

If you are unhappy with the response received about mediation or you feel the matter has not been dealt with adequately you can write to the Chair of Trustees. In the event that you are still unhappy and wish to take up your complaint with a professional lead body, please submit a written complaint to National Family Mediation and/or the Family Mediation Council at the addresses below.

Timetable for Processing of Complaints:

Process	Timetable
Acknowledgement of complaint	3 working days of receipt
Written response from SF&MS to complainant	10 working days of receipt

Person to Contact to Make a Complaint:

Role	Contact
SF&MS Mediation Supervisor	Kay Day, SF&MS, 44c Church Street, Reigate Surrey RH2 0AJ
SF&MS Chief Executive Officer	Helen Bennett, SF&MS, at the above address.
SF&MS Chair of Trustees	Colin Swanston, c/o SF&MS, 44c Church Street, Reigate, Surrey. RH2 0AJ
National Family Mediation	National Family Mediation, 4 Barnfield Hill, Exeter, EX1 1SR www.nfm.org.uk
Family Mediation Council	www.familymediationcouncil.org.uk