

## **MEDIATED DISPUTE SOLUTIONS Ltd**

### **COMPLAINTS PROCEDURE**

We are committed to providing a high-quality service to our users. We consistently seek to improve our service standards. We take all comments and complaints seriously and aim to learn from them.

If you are not satisfied with the level of service you have received from Mediated Dispute Solutions, or one of the mediator(s) involved in your case, we would like to hear from you, even if you do not want to make a formal complaint. If you do need to complain, we hope that we can not only resolve the complaint to your satisfaction, but also can put things right and review our procedures. Please address all complaints to:

Mediated Dispute Solutions  
85 St Barnabas Road  
Woodford Green  
Essex  
IG8 7BT

Email: [admin@mediateddisputesolutions.uk](mailto:admin@mediateddisputesolutions.uk)

Telephone: 02079936869

Your complaint will be investigated by Mediated Dispute Solutions Ltd.

#### **HOW TO MAKE A COMPLAINT**

##### **Information Required**

Please provide:

- Your full name (and e-mail address) to which a response should be sent.
- Advice as to whether your complaint is about the service provided by Mediated Dispute Solutions or one of its mediators.
- Details of your complaint, including details of names, dates, times etc.
- A factual account of events, together with details of what you think is wrong and how you would like it to be corrected.

## HOW WE HANDLE YOUR COMPLAINT

- All complaints will be treated seriously and regardless as to whether they are made in person, by phone or in writing.
- All complaints will be treated confidentially.
- We will accept your complaint by e-mail or letter.
- We will acknowledge contact by e-mail or letter within five working days, together with appropriate contact details.
- If the complaint is about Mediated Dispute Solutions, one of its directors, our administration or our website, we will:
  1. investigate and respond within five working days of the acknowledgement letter.
  2. set out in our response:
    - the details of your complaint and confirm that we have correctly interpreted it.
    - the background, issues and circumstances around it.
    - whether we have made a mistake or not.
    - why we have reached our decision.

If the complaint is about a mediator, we will:

1. Forward the complaint to the mediator.
2. Seek confirmation from the mediator that a full response will be sent to you within ten working days of receipt of the complaint by the mediator. If a response cannot be sent out within ten working days, then we will ask the mediator to explain why there will be a delay and a revised timescale will be issued.
3. Provide you with the mediator details for any further enquiries regarding your complaint.
4. The mediator will be asked to set out a response as follows:
  - the details of your complaint confirming that we have correctly interpreted it.
  - the background, issues and circumstances around it.
  - whether a mistake has been made or not.
  - why that decision has been reached.

## **FURTHER REPRESENTATIONS**

If you are unhappy with the response to your complaint or the way in which it was handled, you should write to:

### **Family mediation:**

Family Mediation Standards Board

<https://www.familymediationcouncil.org.uk/family-mediation-standards-board-fmsb/>

email: [fmsb@familymediationcouncil.org.uk](mailto:fmsb@familymediationcouncil.org.uk)

and ask for details of the respective organisation's complaints policy and procedure.