

Mediation Complaints Procedure

reunite is fully committed to providing a high quality mediation service which we are sure you will find productive and worthwhile. If in the unlikely event you wish to raise a concern about the service provided, or you are dissatisfied with the service provided, we offer a clear procedure that you can follow. Whilst we would hope that you are completely satisfied with the level of service provided, any concern raised provides us with an opportunity to put things right and review our procedures.

This complaints procedure serves four primary aims; to guide the conduct of mediators and administrative staff involved in the mediation process; to inform participants to the mediation; to highlight opportunities for service improvement; and to promote public confidence in mediation as a process for resolving disputes.

- 1) It is common practice for mediation services to contact individuals who may be potential participants in mediation, such as a partner, former partner, or the other parent of a child, to invite them to attend a Mediation Information and Assessment Meeting (MIAM). Complaints arising from, or relating to, a mediator or administrator making such contact with a potential mediation participant do not need to be, and will not be, accepted or considered by **reunite**, nor will they be considered by the Family Mediation Council. Complaints of this nature are therefore excluded from this complaints procedure.
- 2) Mediators may, in certain circumstances, sign court forms confirming that an individual has attended a MIAM without inviting the other potential participant to attend a MIAM. Complaints about a mediator not making contact with a potential participant do not need to be, and will not be, accepted or considered by **reunite**, nor will they be considered by the Family Mediation Council. Complaints of this nature are therefore excluded from this complaints procedure.
- 3) Complaints that are considered to be vexatious or of a purely personal nature do not need to be, and will not be, accepted or investigated. A complaint may be considered vexatious where it appears to be intended to intimidate or unfairly place pressure on the mediator; where it is persistent or repeats the same, or substantially similar, issues that have already been investigated; where the allegations are clearly unfounded or unsupported by evidence; or where the complaint is irrelevant to the mediation process and relates to matters other than mediation.

- 4) If you have a concern about the mediation service provided by **reunite**, or are dissatisfied with the service provided, this should be raised with the Mediation Service Administrator, who is responsible for handling complaints. Any concern or matter of dissatisfaction should be raised in writing, i.e., letter or e-mail. Letters can be sent to PO Box 7124, Leicester, LE1 7XX, and emails can be sent to reunite@dircon.co.uk. Please provide as much relevant information as possible so that the matter can be dealt with promptly.
- 5) If the area of concern or matter of dissatisfaction relates to the Mediation Service Administrator, then this should be raised in the first instance with the Chief Executive Officer of **reunite**, again in writing.
- 6) The Mediation Service Administrator will record in the complaints file the date and time of receipt of your concern or matter of dissatisfaction.
- 7) You will receive written acknowledgement from us that your concern or matter of dissatisfaction has been received and we will give an indication of how long it will take to send you a detailed response. In most instances we aim to provide a full response within 15 working days, however, this may not always be possible, especially if a detailed investigation is required or if we need to contact an individual outside of **reunite**.
- 8) If it proves impossible to send a detailed response to you within the time originally indicated, we will contact you again explaining the reason why and to tell you when you will receive a full response.
- 9) If your concern or matter of dissatisfaction relates to an administrative procedure, the Mediation Service Administrator will undertake an investigation and will provide you with a detailed response. The response will set out your issue of concern or dissatisfaction so that you can be sure we have understood it correctly; will describe the events and circumstances surrounding it; will explain the outcome of the investigation; and will describe what amendments, if any, will be made to administrative procedures.
- 10) If your concern or matter of dissatisfaction relates to the mediation process, the Chief Executive Officer will investigate the matter with the mediators who participated in the mediation and will then provide you with a detailed response. The response will set out your issue of concern or dissatisfaction so that you can be sure we have understood it correctly; will describe the events and circumstances surrounding it; will explain the outcome of the investigation; and will describe what amendments, if any, will be made to the mediation process.

- 11) If your concern or matter of dissatisfaction relates to the conduct of one or both of the mediators who participated in the mediation, you will be asked to provide written details of your concern or matter of dissatisfaction if you have not already done so. A copy of your correspondence will be provided to both mediators and the Mediator Supervisor. The Mediator Supervisor will undertake an investigation and will respond to your concern or dissatisfaction. The response will set out your issue of concern so that you can be sure we have understood it correctly; will describe the events and circumstances surrounding it; will explain the outcome of the investigation; and will describe what action, if any, will be taken with the mediator(s).
- 12) If your concern or matter of dissatisfaction relates to the conduct of a member of staff involved in the mediation process, you will be asked to provide written details of your concern or matter of dissatisfaction if you have not already done so. The Chief Executive Officer will undertake an investigation and will respond to your concern or dissatisfaction. The response will set out your issue of concern so that you can be sure we have understood it correctly; will describe the events and circumstances surrounding it; will explain the outcome of the investigation; and will describe what action, if any, will be taken with the member of staff.
- 13) If, following our response, you remain dissatisfied, you can ask for your complaint to be passed to the Chair of the Board of Trustees who will investigate the matter and provide you with a written response.