



Client Information on Feedback and Complaints

Pax Mediation Limited (Pax Mediation) is committed to providing our clients with an effective family mediation service that is consistent with the highest professional standards. We strive to ensure our practice is compliant with the professional standards requirements set out by the Family Mediation Council (FMC) and the Family Mediation Standards Board (FMSB).

Comments or Compliments

Pax Mediation invite feedback on the service received via a client questionnaire that we send to each client at the end of the mediation process, however clients are welcome to contact Pax Mediation regarding our service at any stage.

Complaints

How Complaints are identified: Any concern about any person's experience of the mediation process or the service offered by Pax Mediation within the last three months. Complaints that relate to a way mediation was conducted as a whole, the date the three months runs from, is the last mediation session.

There are three stages to the complaint process and these are set out below.

Step 1 If a client feels concern about their experience of the mediation process and thinks the mediator has breached the FMC's Code of Practice or Standards Framework, we suggest that at the very earliest stage this is drawn to the attention of the mediator or member of staff concerned. This informal approach is usually sufficient to permit staff to respond and correct or rectify most concerns.

Step 2 If this informal approach does not resolve the difficulties, then we would ask that the complainant either in writing or verbally formally notifies the Pax Mediation designated Complaints manager, Sarah-Jane Turnbull or another Director if the complaint is about her, of their continuing concerns as soon as possible. She (or another Director if the complaint is about her) will acknowledge the complaint within 10 working days of receipt. She (or another Director if the complaint is about her) will investigate the complaint and the target for completion of the investigation is 30 working days after receipt. If for any reason completion is not possible within that timescale, the client will be kept informed of the progress of their complaint by Sarah Jane Turnbull. It is not necessary, though it is usually helpful, if step 2 complaints are submitted in writing. However, we will also accept complaints received orally.

Step 3 If the above procedure fails to resolve the difficulties, then the client may ask the Family Mediation Standards Board (FMSB) to investigate their concerns.

This procedure is compliant with the Family Mediation Council's Code of Practice February 2022.

Contact information:

FMSB

[https://www.familymediationcouncil.org.uk/
complaints-about-mediators/](https://www.familymediationcouncil.org.uk/complaints-about-mediators/)

complaints@familymediationcouncil.org.uk
<mailto:info@thefma.co.uk>

Tel. 01707 594055

Sarah-Jane Turnbull contact details:

Email - admin@paxmediation.co.uk

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Post:

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