

New Landscape Mediation Complaints Handling Policy

Our complaints policy

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

If you have a complaint, please contact us first with the details. We will acknowledge your complaint within no more than 10 working days from receipt. We will investigate, consider and respond to your complaint within no more than 30 days from receipt.

We hope to be able to resolve your complaint to your satisfaction within this time. If we are not able to resolve your issues within this timeframe and if on occasion, further time is required, we will notify you of this in writing.

If the response you receive is not accepted and resolved, then you may ask the FMSB (Family Mediation Standards Board) of the FMC to consider your complaint if certain criteria are met, and we will provide you with details of how to do this.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 10 days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This could involve discussing the complaint with our Professional Practice Consultant who may review your file and speak to the member of staff who acted for you.
3. We will then give an opportunity to either have a response in writing and/or meeting in person or via online means.
4. In the event further time to consider is required, then we will notify you of this in writing.
5. If you do not want a meeting or it is not possible, you will be sent a detailed written reply to your complaint, including suggestions for resolving the matter, within 30 days from the date of receipt of your complaint.
6. Should you make a request for information held about you as part of your complaint, this request must be made in writing. Any such requests will be adhered to within 14 days.
7. In cases where requests for information held about you are received, please note that we will only provide information held about the individual making the request. No information will be

provided about former partners, nor information that would be considered as Legally Privileged within the mediation process. As such, requests for information held about an individual will be limited to:

- a. Your original Client Information Form as completed by the individual making the request
 - b. The client intake form which contains the hand-written notes of the mediator during your initial intake meeting
 - c. Copies of any outcome documents produced as a result of mediation
8. At this stage, if you are still not satisfied, you should contact us again and we can discuss ways in which an independent professional [someone unconnected with the matter at the firm] to review the decision or discuss ways to resolve the matter via mediation of the complaint (if both the mediator and complainant wish to proceed in this way).
 9. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
 10. If you are still not satisfied, you can then contact the Family Mediation Council about your complaint; complaints@familymediationcouncil.org.uk and further help get be obtained on 01707 594055.