SearchLight Counselling and Therapy

FAMILY MEDIATION COMPLAINTS POLICY
COMPLAINTS POLICY FOR MEDIATION CARRIED OUT THROUGH SEARCHLIGHT COUNSELLING AND THERAPY

If you feel that there is any cause for dissatisfaction or complaint about the way mediation or a mediation information and assessment meeting (MIAM) is conducted, or the administrative process is handled, we ask you to follow this procedure. We value all feedback and aim to respond promptly and in a constructive manner.

Our practice is governed by the Family Mediators Association (FMA) and all our mediators conduct mediation in accordance with the Family Mediation Council (FMC) Code of Practice.
https://www.familymediationcouncil.org.uk/us/code-practice/

OUR COMPLAINTS PROCESS

Stage 1
You should firstly raise any concerns with the mediator within the session or as soon as possible thereafter and in any event within three months of the incident complained about. Any complaint, whether formal or informal, will be taken seriously.

The mediator will endeavour to resolve the issue with the support of their Professional Practice Consultant if needed.

A written or email complaint will be acknowledged within 48 hours of receipt (or 72 hours if it is on a weekend) and a response provided within 5 working days.

Stage 2
If you are not satisfied with the mediator's response, you can ask that the issue is reviewed by the General Managers of Searchlight Counselling and Therapy, whose contact details are below:-
helen@searchlightcounsellingandtherapy.org.uk or
christina@searchlightcounsellingandtherapy.org.uk

This will be standard practice for all complaints but would be particularly relevant if the issue is related to administrative failings rather than mediator practice.

Any letter, email, or telephone complaint will be acknowledged within 48 hours of receipt (or 72 hours if it is on a weekend). Within 5 working days thereafter, you will be sent a more detailed reply answering the query or giving an explanation about what further steps are to be taken and the timescales for dealing with this.

Stage 3
If you are not satisfied with the response from the General Managers, a letter or email should be sent to the Chair of the Board of Trustees, Frank Cunane, whose contact details are below:-

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(registered in England under company number 3909277) and a registered charity (number 1079270)

frank@searchlightcounsellingandtherapy.org.uk

The letter or email will be acknowledged within 48 hours of receipt (or 72 hours if it is a weekend). Within five working days thereafter, you will be contacted by the Chair of the Trustees with a further response.

Stage 4

If you are still not satisfied that the complaint has been handled properly, the Family Mediation Standards Board ("the FMSB") can be asked to consider the complaint if the following criteria is met:-

- The mediator complained about is a Family Mediation Council ("FMC") registered mediator
- The complaint is either a client or former client, another FMC registered mediator, or a qualifying third party that the FMSB determines has standing in accordance with its policy on third party complaints
- The mediator's complaints process has been exhausted within the last three months or the mediator is not responding to the complaint
- The complaint alleges a breach of the FMC professional standards (eg Code of Practice, PPC Code of Practice, or FMC Standards Framework)

The FMSB can be contacted here:-
https://www.familymediationcouncil.org.uk/complaints-about-mediators/
fmsb@familymediationcouncil.org.uk

REMEMBER IF YOU ARE NOT HAPPY, PLEASE TELL US.
THE SOONER WE KNOW, THE SOONER WE CAN PUT IT RIGHT.

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