

Mediation Complaints Handling Policy and Procedure

We are committed to providing high quality mediation service and to dealing with all clients fairly. This includes a commitment to putting things right when they might have gone wrong or did go wrong, including in relation to the bill, and we need you to tell us.

This policy explains how we deal with any complaint that is referred to our firm. Your complaint might concern the way in which you have been dealt with, the quality of service you have received or the amount of any invoice that you have received.

Complaints procedure

If you have a complaint, please let Nancy know, whether by post to this office or by email at nancy@nancykhawam.com. It would be helpful if you could let us know your concerns in writing, but if you would prefer not to, or if you find it difficult to do so, please telephone Nancy instead on [0203 427 5370](tel:02034275370).

In order to help us understand your complaint, and in order that we do not miss anything, please tell us:

1. What you think we have got wrong; and
2. What you hope to achieve as a result of your complaint.

To explain how long this process might take, we have included our target times for each stage of the process. Where, for any reason, it is not possible to observe any of the limits, we will let you know in writing and explain why.

What will happen next?

1. On receipt of your complaint, we will send you a letter acknowledging your complaint, enclosing a copy of this policy. We would look to acknowledge your complaint no later than within three working days of receiving it.
2. We will open a file for your complaint in our system. We will examine the mediation file. We will complete our initial examination within no more than 30 working days.
3. We might then invite you to a meeting. You do not have to attend if you do not wish to or are unable to. We will be happy to discuss the matter with you on the telephone. Alternatively, we might write to you to set out our views on the situation and/or to propose any redress that would seem appropriate. We will aim to write to you with our views and any suggestions within no more than ten working days of completing our investigations.
4. Where we feel that we have failed in our standards, we could offer an apology, a reduction of any bill or repayment in relation to any payment received.
5. If, by this stage, you are still not satisfied, please let us know. It would be helpful to us if you could do so within twenty one working days from receiving our views and suggestions as referred to above at Point 3, but there is no obligation on you to do so. If, by this stage, you are still not satisfied, please let us know. It would be helpful to us if you could do so within twenty one working days from receiving our views and suggestions as referred to above at Point 3, but there is no obligation on you to do so.

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6. We will let you know the result of the review within no more than fourteen working days of the end of the review and will do so by writing to you to confirm our final position on your complaint and explain our reasons.
7. If it is agreed between you and Nancy, it may be possible to arrange mediation of the complaint. This decision should be made within twenty one working days of the firm's final position as referred to at Point 6.
8. Once the firm's complaints process has been exhausted or if Nancy has not responded to your complaint, you may, if you wish, approach the Family Mediation Standards Board (FMSB). The FMSB provides a service examining complaints against Family Mediation Council registered mediators which Nancy is.
9. The FSMB expect firms to have concluded their examination of complaints within 30 days after being notified of them and will require complaints to be referred to them within three months of the end of our complaints handling process set out above (meaning from receipt of our firm's final written response).
10. The FSMB will consider complaints that concern breaches of the FMC's professional standards. The professional standards are set out in the FMC's Code of Practice, the FMC's Code of Practice for Professional Practice Consultants and the FMC's Manual of Professional Standards and Self-Regulatory Framework. A complaint can be made to the FSMB by completing their complaints form which can be downloaded at <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>
11. The FSMB contact details are:
 - Telephone: [01707 594055](tel:01707594055)
 - Email: complaints@familymediationcouncil.org.uk
 - Website: www.familymediationcouncil.org.uk
 - Address: The Family Mediation Standards Board, Family Mediation Council, International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU
12. If your concerns relate to our behaviour, you may wish to contact Solicitors Regulation Authority. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

What will it cost?

13. We will not charge you for handling your complaint.
14. Please note that if we have issued a bill for work done on the matter, and all or some of the bills (s) is/are not paid, we may be entitled to charge interest on the amount outstanding.

Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this practice. Our primary objective is to put things right.

