

Complaints Policy

I am a Family Mediation Council (FMC) accredited mediator and, as such, my practice is governed by the FMC's Code of Practice and Professional Standards Framework:

www.familymediationcouncil.org.uk/us/code-practice/

You have a right to make a complaint that relates to breaches of the FMC's Code of Practice or Professional Standards Framework which occurred within the last 3 months if you are a client or former client of Jill Redshaw Mediation or are a qualifying third party (see note below).

In the first place, complaints should be made in writing, with the nature of your concerns detailed to jill.redshaw@outlook.com. I will acknowledge complaints within 5 working days and give you a time frame for a full written response (usually 10-15 working days). I may discuss your complaint with my Professional Practice Consultant prior to replying.

If the complaint is not resolved, the option of mediation may be offered. Both of us would need to agree to mediation for it to proceed.

My aim is to resolve complaints at a local level wherever possible. However, if you are not satisfied with my response, you can ask the Family Mediation Standards Board (FMSB) to consider your complaint within three months of local procedures being exhausted. Further details on how to complain to the FMSB are available at

www.familymediationcouncil.org.uk/complaints-about-mediators/

In order to facilitate their investigation, information held by me about your case will be shared with the FMSB, in accordance with the Agreement to Mediate and/or Confidentiality and Data Protection statement which you have signed.

Please note that the FMSB will not investigate complaints which they consider to be vexatious or of a purely personal nature.

Jill Redshaw FMCA

URN: 0629A

Qualifying third parties are: - prospective clients who have been directly affected by a mediator's professional behaviour; people who have been invited to participate in a mediation process, for example another professional who attends a mediation.