

MEDIATION CLIENT COMPLAINT POLICY

Policy

Farnfields is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill we have clear procedures about how we deal with such issues.

We take very seriously all expressions of dissatisfaction from our clients. This policy sets out how we handle complaints to ensure that they are dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Management

Any complaint, written or verbal, is recorded and logged centrally to enable us to detect recurring problems and trends. As necessary, we will implement corrective action in response to individual complaints and implement improvements to prevent adverse trends and correct any errors that may arise.

Mediation Client Complaint Procedure

Step 1 - If you are dissatisfied about any aspect of the service provided you should first speak with the mediator handling your case. If you prefer to put your concerns in writing, you can do so by sending a letter or an email to the mediator you are working with.

Step 2 - If the mediator you are working with is not able to resolve matters to your satisfaction, you can write to or call Sarah Jones, Complaints Partner and Head of the Family Department, whose details are set out below. If your complaint is about Sarah Jones, please refer to the steps set out below.

Farnfields, The Square, Gillingham, Dorset, SP8 4AX, telephone number 01747 825432 or e-mail: sarah.jones@farnfields.com

Complaint against the Complaints Partner and Head of the Family Department

If the complaint is about the Complaints Partner and Head of the Family Department:

Step 1 – If you are dissatisfied about any aspect of the service provided by Sarah Jones, you should first speak with her. If you would prefer to put your concerns in writing, you can do so by sending a letter or an email to her.

Step 2 – If she is not able to resolve matters to your satisfaction you can write to, email or call Victoria Bailey, Compliance and Risk Manager, using the contact details set out below.

Step 3 – If you are dissatisfied with the outcome of your complaint to Sarah Jones and/or the Compliance and Risk Manager, you must write to, email or call Brian Noctor, the firm's Practice Director with details as to why you believe your complaint has not been satisfactorily dealt with.

The details for contacting both the Compliance and Risk Manager and the Practice Director are:

Farnfields, The Square, Gillingham, Dorset, SP8 4AX, telephone number 01747 825432 or email: info@farnfields.com

Where both parties agree, arrangements can be made to allow for mediation of the complaint. If this is something you would like us to consider, please do let us know.

What we will do

Any complaint to the mediator, Complaints Partner and Head of the Family Department, the Risk and Compliance Manager or Practice Director will be dealt with as quickly as possible. We will write to you addressing your concerns.

We will acknowledge your complaint within ten working days to inform you of the steps we are taking to investigate your concerns.

We aim to investigate your complaint and provide a full response within 30 working days of receipt. However, there may be occasions where more time is required, for example, if your complaint is particularly complex or we do not have enough information from you to properly investigate. Where this is the case we will let you know when you can expect to receive a full response.

Family Mediation Standards Board (“FMSB”)

If you are dissatisfied with the outcome of your complaint, you may refer your complaint to the FMSB. If you intend to refer your complaint to them, you must do so within three months of the date of your last mediation session. You should complete an online complaint form which can be found at www.familymediationcouncil.org.uk/complaints-about-mediators/

Further information about how to complain to the FMSB can be obtained by emailing them on complaints@familymediationcouncil.org.uk or by telephoning them on 01707 594055