

## **COMPLAINTS**

### **Amber Valley Mediation**

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### **WHAT TO DO IF YOU ARE DISSATISFIED:-**

- a. Tell us if you feel you are not receiving the service you hoped for. We want to know if you are dissatisfied. We will try to put it right and will look into it promptly and thoroughly. Please contact us within 3 months after the ending of the last mediation session.
- b. Mention it first to the mediator.
- c. If you are still unhappy after that you can complain to Aileen Chapman who will investigate the matter and contact you to talk about the problem. It will help if you put your complaint in writing (keeping a copy for yourself) explaining what action you want us to take. Afterwards she will write confirming your complaint, any discussions that have taken place and what we will be doing about it. This will be at no extra cost to you.
- d. Complaints will be acknowledged within 10 working days of receipt and will be investigated and responded to within 30 working days of receipt. In exceptional circumstances further time may be required, in which case you will be notified in writing.
- e. If both you and the mediator agree, the complaint may be dealt with by mediation.
- f. If you are still not satisfied you have recourse to the complaints procedures provided by the Family Mediation Standards Board. You may contact them in writing or by telephone for advice on whether you have grounds for a complaint in accordance with the attached FMSB complaints leaflet.