Taylor Emmet

Mediation

Complaints Procedure



tayloremmet.co.uk

We are committed to providing high quality legal advice and client care. We realise that we may not always get it right so if you are unhappy about any aspect of our service, please tell us. This will help us improve our standards. We will deal with your concerns promptly, fairly, openly, and effectively.

At first, we would ask that you raise any concerns about our service with the person who is handling your case, or, if you are not happy doing this, with their supervisor. You will have been informed of who their supervisor is in the letter you were sent at the start of the case.

If this does not resolve things to your satisfaction, and you want to make a formal complaint, then you can contact the relevant claims handler as detailed below:

Family/Child Care	**Lucy Rodgers**

Please note that the time limit to bring a mediation complaint is 3 months, to clarify this is 3 months from the date of the final mediation session.

What if you are not happy with the outcome of the investigation?

If you are not satisfied with the outcome of our investigation into your complaint or if your complaint has not been concluded within the agreed timescale, then you have the right to have your complaint investigated by the Family Mediation Standards Board, which is a fully independent body with official power to resolve customer complaints about mediation service.

Please note that they can be contacted:

By telephone:	01707 594055
In writing:	The Family Mediation Standards Board, Family Mediation Council, International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU
By email:	fmsb@familymediationcouncil.org.uk

What happens after you have complained?

- They will contact you within 10 days to acknowledge your complaint and to make sure that we have understood your complaint correctly.
- The investigation should not normally take any longer than 30 working days of receipt. However, they may be occasions where further time may be required, in which case you will be notified of this in writing.

Please also note that any complaints that appear to be vexatious or of a purely personal nature do not have to be investigated by mediators.

Complaints can be considered vexatious when:

- The purpose appears to be to intimidate, disturb, disrupt and/or unduly or unfairly pressurise the mediator or the FMSB;
- They are persistent/repetitive, and repeating the same or substantially similar complaints which have already been investigated;
- They are clearly unfounded and unsupported by evidence;
- They are irrelevant and relate to matters other than mediation;
- Abusive or offensive language is used.

Complaints can be considered of a purely personal nature if there are discriminatory or focus on the personal attributes or circumstances of a mediator rather than their actions as a mediator.

Alternative complaints bodies such as Small Claims Mediation (https://www.gov.uk/guidance/small-claims-mediation-service) are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

There may however be a charge to use the services of such bodies. Also, they can only help mediate and cannot, unlike the Legal Ombudsman, make a decision that in the absence of an agreement reached between the parties, binds either party. If no agreement is reached between the parties through mediation then the matter would have to proceed to the Legal Ombudsman in any event.

The Solicitors Regulation Authority can help if your complaint relates to our behaviour for example, if you feel that you have been treated unfairly or that we have acted in breach of professional requirements.