

Jolly Mediation – Complaints Policy Statement

Jolly Mediation views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Jolly Mediation knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Jolly Mediation.

Where complaints come from

Complaints may come from a client, a former client or a qualifying third party* to make a complaint that relates to breaches of the Family Mediation Council (FMC)'s Codes of Practice or Standards Framework that occurred within the last three months. For avoidance of doubt, complaints that relate to the way a mediation was conducted as a whole, the date the three months runs from is the last mediation session. Complaints that appear to be vexatious or of a purely personal nature do not have to be investigated*.

(*<https://www.familymediationcouncil.org.uk/complaints-about-mediators/>)

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements as set out in our Privacy Policy Statement.

Responsibility

Overall responsibility for this policy and its implementation lies with Katie Jolly, founder Jolly Mediation.

Contact details for complaints

Written complaints may be sent to: 143c Bengoe Street, Hertford, SG14 3EY

or by email: info@jollymediation.com

or by phone: 07821 011060

Receiving complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. A complaint can be received verbally or in writing, using phone, email or post.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone call or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Jolly Mediation (e.g. client, PPC)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Resolving complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

On receiving the complaint, it will be recorded in the complaints log. Mediation of the complaint where both the complainant and mediator wish to proceed should be offered as an option for dealing with the complaint.

Complaints should be acknowledged no more than 10 working days from receipt. The acknowledgement should say who is dealing with the complaint and when the complainant can expect a reply. A copy of this complaints procedure should be attached.

All complaints should be investigated and responded to no more than 30 working days of receipt. On occasion further time may be required, in which case the complainant should be notified in writing.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can ask the Family Mediation Standards Board (FMSB) to consider the complaint if certain criteria are met.

The FMSB 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 FMSB by completing their complaints form which you can download [here](#) and submitting with any supporting documents to complaints@familymediationcouncil.org.uk

The complaint will be considered in accordance with set procedures and timescales. If the complaint proceeds, it will go to a panel convened by the FMSB.

For further information see the FMC page Complaints About Mediators here <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

Monitoring and learning from complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Katie Jolly

FMCA Accredited Family Mediator

e: katie@jollymediation.com

m: 07821 011060

w: www.jollymediation.com