

SANDRA MARSHALL FAMILY MEDIATION SERVICES

COMPLAINTS PROCEDURE

Sandra Marshall is a self-employed mediator. Her member organisation is Resolution and she is a FMC accredited mediator.

1. A complaint must be made in writing and sent to Sandra Marshall. It shall contain the complainant's full postal address for correspondence.
2. A complaint can be made during the mediation process or up to 3 months following the date of the last mediation session.
3. Sandra Marshall will respond in writing to the complainant within 10 working days of receipt.
4. The complaint will be investigated and a response provided to the complainant no more than 30 working days from receipt of the complaint. In the event further time is required to complete the investigation and to reply, then the complainant shall be notified of this in writing.
5. If the complainant and the mediator both wish, then the complaint may be dealt with in mediation.
6. In the event the complaint is resolved, the complainant shall confirm this in writing to Sandra Marshall.
7. If the complaint is not resolved, then it can be passed to the Family Mediation Standards Board in accordance with the complaints process which can be found here www/familymediationcouncil.org.uk/complaints-about-mediators/.