



CONCERNS & COMPLAINTS

Although we may have other qualifications we act only as mediators and no other organisation is involved in the mediation.

Mediations are conducted in accordance with the FMC Code of Practice (copy available on request). We have a complaints procedure, a copy of which may be obtained from us. Any concern you may have as to our practice should be raised with us in the first instance by contacting Gill Kane, our Complaints Director, who will acknowledge your issue within 5 days. If unresolved, this matter can be raised, in writing, to the individual mediator's member organisation.

We shall do our best to help you both. We ask you to show your integrity and commitment to the mediation process and to co-operate as fully as possible in looking for workable solutions.