



Client Information on Feedback and Complaints

At Pax Mediation Limited, we are committed to delivering an effective family mediation service in line with the highest professional standards. We work to ensure our practice complies with the requirements set out by the Family Mediation Council (FMC) and the Family Mediation Standards Board (FMSB).

Comments or Compliments

We welcome feedback at any stage of the mediation process. At the conclusion of the mediation process we invite clients to complete a feedback questionnaire. However, clients are also encouraged to contact us directly at any time with comments, suggestions, or compliments about the service they have received.

Complaints

A complaint is any concern raised about a person's experience of the mediation process or the service provided by Pax Mediation. Complaints must be raised within **three months** of the issue. Where the concern relates to how mediation was conducted as a whole, the three-month period starts from the date of the **final mediation session**.

Our complaints process follows three clear stages:

Step 1

If a client has concerns about their experience—particularly if they believe the mediator has breached the FMC's Code of Practice or Standards Framework—we encourage them to raise the issue informally with the mediator or relevant staff member as early as possible. Most concerns can be resolved at this stage through discussion and clarification.

Step 2

If the issue is not resolved informally, the client may submit a formal complaint. This can be done either in writing or verbally.

The complaint should be addressed to **Sarah-Jane Turnbull**, Pax Mediation's designated Complaints Manager. If the complaint concerns Sarah-Jane Turnbull, the complaint will be referred to an independent external mediator to review and investigate the matter. This ensures

that complaints are handled fairly, impartially, and in line with the Family Mediation Council's requirements.

Upon receipt of a formal complaint, we will:

- Acknowledge the complaint within **10 working days**
- Investigate the matter thoroughly
- Aim to complete the investigation within **30 working days**

If the investigation cannot be completed within this timescale, we will keep the complainant informed of progress and expected timelines.

Step 3

If the complaint remains unresolved after completion of Pax Mediation's internal process, the client may escalate their concerns to the **Family Mediation Standards Board (FMSB)**.

Further information and guidance can be found on the FMC website:

www.familymediationcouncil.org.uk/complaints-about-mediators

Contact Information

Pax Mediation

Complaints Contact:

Sarah-Jane Turnbull

Email: admin@paxmediation.co.uk

Tel: 0800 058 4303

Postal Address:

Pax Mediation Limited

Wansbeck Workplace

Ashington

Northumberland

NE63 8QZ

FMSB Contact Details

Email: complaints@familymediationcouncil.org.uk

Tel: 01707 594055

Website: www.familymediationcouncil.org.uk/complaints-about-mediators

This procedure complies with the Family Mediation Council's Code of Practice (2024).