

- 1 We are committed to providing a high-quality mediation service.
- 2 We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. This will help us to improve our standards of service.
- 3 How do I make a complaint?**
 - 3.1 You can contact us in writing (by email or letter) or by telephone.
 - 3.2 Please contact our Client Care Director who has overall responsibility for complaints and whose contact details are: Laura Clapton, Consilia Mediation Limited, 4 Park Place, Leeds, LS1 2RU, email: laura@consilialegal.co.uk , or by telephone 0113 322 9222.
 - 3.3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
 - 3.3.1 your full name and contact details;
 - 3.3.2 the details of your complaint;
 - 3.3.3 how you would like your complaint to be resolved; and
 - 3.3.4 your file reference number (if you have it).
 - 3.4 If you require any help in making your complaint we will try to help you.
 - 3.5 Complaints can be made by a client, former client or qualifying third party (see note 1)
 - 3.6 Complaints must be made within 3 months of the occurrence concerned. For 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.
- 4 How will you deal with my complaint?**
 - 4.1 We will write to you within five working days acknowledging your complaint, enclosing a copy of this policy and inform you as to when you should next hear from us.
 - 4.2 We will investigate your complaint. This will usually involve:
 - 4.2.1 reviewing your complaint;
 - 4.2.2 reviewing your file(s) and other relevant documents; and
 - 4.2.3 liaising with the person who dealt with your matter (where this is not the complaints handler).
 - 4.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

- 4.4 We will update you on the progress of your complaint at appropriate times.
- 4.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference.
- 4.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 14 working days of the date of our letter of acknowledgement. On occasion, we may need longer to investigate your complaint. Where this is the case we will notify you in writing.
- 4.7 Mediation services are available for resolution of complaints. This may be offered where both the complainant and mediator wish this to proceed.

5 What to do if we cannot resolve your complaint

If you do not consider that we have resolved your complaint, you can complain to the Family Mediation Standards Board (FMSB), their complaints procedure can be found here: <https://www.familymediationcouncil.org.uk/complaints-about-mediators/>

Family Mediation Council
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EY
01707 594055

6 Data protection complaints

- 6.1 We are committed to providing a high-quality service and seek to comply with data protection principles in accordance with data protection law. If you wish to make a complaint regarding a data protection issue, please see the procedures below.

7 How to make a data protection complaint

- 7.1 You can contact us by any of the following methods:
 - 7.1.1 Completing our Data Protection Complaints Form. If you prefer this method, please let us know so we can send you a copy. The form can be emailed or posted to Laura Clapton at the contact details below. Please note completion of this form is entirely optional and you may prefer to use any of the other methods below to contact us;
 - 7.1.2 You can telephone our Data Protection contact, Laura Clapton, on 0113 322 9222;
 - 7.1.3 You can email our Data Protection contact in 8.1.1 above at laura@consilialegal.co.uk;
 - 7.1.4 You may write to our Data Protection contact in 8.1.1 above with details of your complaints to Consilia Legal Limited, 4 Park Place, Leeds, LS1 2RU.

8 Acknowledging and verifying your data protection complaint

- 8.1 We will acknowledge your complaint within 30 days of receiving it (being the timescales set out in the Data (Use and Access) Act 2025).
- 8.2 We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.
- 8.3 If, having requested additional information, we are not in a position to identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.

9 Investigating your data protection complaint

- 9.1 We will investigate your complaint, which usually involves:
 - 9.1.1 Reviewing your complaint;
 - 9.1.2 Locating and reviewing the records we hold about you;
 - 9.1.3 Establishing the relevant facts; and
 - 9.1.4 Liaising with individuals who may have dealt with you (if this is applicable)
- 9.2 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 9.3 We will update you on the progress of your complaint at appropriate times.

10 Notifying you of the outcome of our investigation

- 10.1 We will inform you of the outcome of the complaint without undue delay.
- 10.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

11 What to do if we cannot resolve your data protection complaint

- 11.1 If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner's Office (ICO), or you can seek to take action in the courts.
- 12 The ICO's contact details are:

Contact details

Visit: [Information Commissioner's Office](#)

Call: 0303 123 1113

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

- 12.1 More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website. You should usually submit your complaint to the ICO within three months of your last contact with us.

Note 1

The following qualify as third parties who can make a complaint against a mediator:

- A prospective client who has been directly affected by a mediator's professional behaviour;
- A person who has been invited to participate in a mediation process, for example another professional who attends a mediation.

For the avoidance of doubt, it is common for a mediator to contact a potential mediation participant after seeing the other potential mediation participant. Complaints about a mediator making contact with a potential participant do not therefore need to be investigated by mediators and will not be accepted by the FMSB.

Likewise, mediators may sign court forms to say one person has attended a Mediation Information and Assessment Meeting (MIAM) without notifying a potential second mediation participant or inviting them to attend MIAM themselves. Complaints about a mediator not making contact with a potential participant do not therefore need to be investigated by mediators and will not be accepted by the FMSB.

Please note that neither mediators nor the FMSB will be able to disclose any information to you that is confidential between the mediator and the mediation participant(s). It is therefore normal that as a third party, you will only receive a limited amount of information in response to your complaint, even in circumstances where it is considered by the FMSB.