



Complaints Policy

Our Approach

We are committed to providing a professional, supportive, and impartial mediation service. Mediation can involve sensitive and sometimes difficult conversations, and we aim to ensure that you feel heard, respected, and supported throughout the process.

If something doesn't feel right, we encourage you to raise it. Concerns are taken seriously and seen as an opportunity to reflect and improve.

This practice works in line with the Code of Practice of the Family Mediation Council (FMC) and the standards of the Family Mediation Association (FMA).

Raising a Concern

If you have a concern or are unhappy with any aspect of the service, you can raise this directly with us.

You can do this:

- In writing (by email or letter), or
- By discussing it with us, where appropriate

Where possible, please include:

- What has caused concern
- Any relevant details or dates
- What you would like to happen next

We will always aim to respond in a calm, respectful, and constructive way.

What Happens Next

- Your concern will be acknowledged within 5 working days

Angelique Edkins | Family Mediator (FMC Registered, FMA Member)
Heart of England Family Mediation | Appointments available online and at agreed venues
info@heartofenglandfm.co.uk | 07862 289788

- We will look carefully at what you have raised and review any relevant information
- A full response will be provided within 14 days, where possible

If more time is needed, we will keep you informed.

If You Remain Dissatisfied

If you feel your concerns have not been resolved, you may wish to take your complaint further.

As members of the Family Mediation Association (FMA), you can contact them for information about their complaints process and further guidance.

Learning and Improvement

Any concerns or complaints are taken seriously and used to reflect on and improve the service provided. A record will be kept securely in line with data protection requirements.