



FAMILY MEDIATORS ASSOCIATION

COMPLAINT STATEMENT

**PLEASE COMPLETE THIS FORM ONLY WHEN THE MEDIATION SERVICE
HAS COMPLETED ITS COMPLAINTS PROCEDURE.**

FMA will not accept a complaint until this has been confirmed by the service.

Your name (complainant):

Your address:

Name of mediator:

Address of mediation service:

Date of MIAM (if applicable):

Date mediation started/ended:

Has the mediation been completed / ended Yes No

Have you directed your complaint to the mediation service? Yes No

*(If you answered no you must give the service the opportunity to handle your complaint
before escalating to the FMA)*

Family Mediators Association, Scottish Enterprise Technology Park
Nasmyth Building, 2nd Floor, 60 Nasmyth Avenue, East Kilbride G75 0QR

T: 01355 244 594 F: 01355 249 959
E: info@thefma.co.uk W: www.thefma.co.uk

Registered Charity No. 1077230



FAMILY MEDIATORS ASSOCIATION

FMA will not deal with any complaint until the matter has been dealt with first by the mediator / service complaints process. Please note FMA will advise the complainant the date at which they (FMA) will officially investigate the complaint. This will be when we confirm with the mediator that their complaints procedure has been exhausted and we have all of the correct paperwork from the complainant.

This statement will be shared with the mediator complained against.

Nature of complaint (please summarise below in no more than 300 words/one sheet of A4 the nature of your complaint):



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Consent for the release of the mediation file and consent to sharing of information provided by you to FMA is required before FMA can deal with a complaint.

Please complete.

I confirm that I have made a complaint to the Family Mediators Association with regard to Mediation conducted by

..... I confirm my consent and approval as follows:-

- I consent to the Mediator's file being provided to the FMA in order that they may consider this complaint after stage 2 has been reached .The file will not be sought until this stage has been reached.
- I consent to the other party to Mediation being informed that a complaint has been made by myself once stage 2 has been reached
- I consent to the Mediator receiving copies of all documents submitted by me to the FMA currently or in the future once stage 2 has been reached.
- I consent and agree that all documents provided by the parties in considering this matter should be fully shared between myself, the Mediator, the Mediator's Professional Practice Consultant, the Mediator's Service and the FMA once stage 5 has been reached.

Signed.....

Date.....

Please return to the FMA administration office:

Scottish Enterprise Technology Park
Nasmyth Building
2nd Floor
60 Nasmyth Avenue
East Kilbride
G75 0QR

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