



Holistic Family Mediation

with Sushma Kotecha

Feedback, Concerns & Complaints

Information for you

If you have any concerns about my practice or the service you have received from me as your mediator, there are a few steps you can take.

My aim is to provide an excellent, high level of service always. I welcome any feedback that will help me improve my service as well as positive feedback that can be used to promote my services (with full anonymity). Please email me and I will respond within 7 days sushma@holisticfamilymediation.co.uk

I hope you will communicate with me in the first instance about any concerns or complaints so that I can address and rectify any inadvertent omissions immediately to your satisfaction. I will consult with my Professional Practice Consultant, Adrian Wright regarding any complaints.

Please note that it will be necessary to secure your ex-partner's consent to disclosure of any information on your file to third parties for the purposes of investigating any formal complaint.

I do hope I will be able to resolve your concerns and any complaint internally. If not, you may make a formal complaint to my governing professional body, Resolution. Resolution will deal with any complaint by reference to the Family Mediation Council Code of Practice by which, I am duty bound to comply with. <https://resolution.org.uk/contact-us/complaints/make-a-complaint-about-a-member/>

Full details of the Family Mediation Council Code of Practice can be found here - <https://www.familymediationcouncil.org.uk/us/code-practice/>

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