



Independent Complaint Handling Service for Mediators, FDR Practitioners and Family Group Conference Facilitators.

Please complete this form to provide us with an overview of your complaint and the details of the mediator.

Name of the person making the complaint	
Your business name (only if relevant)	
Your address	
Your best phone number and any instructions	
Email:	
Name of Mediator:	
Phone:	
Email:	
Date you contacted Mediation Institute	
Please provide a brief overview of the issues you would like to raise. <i>Dot point is best.</i>	



Is there any other information we may need at this point?

Please also list any attachments you provide and return to office@mediationinstitute.edu.au

Office Use

Date lodged with Mediation Institute	
Is escalation required? Date allocated	
Recommendations Report Date	
Date finalised	



Complaint Handling Process – Brief Overview

Please visit this page for full information - [Mediation Institute Independent Complaint Handling Service](#)

Step 1 – Facilitating Complaints

- When a complaint is received our complaint handling team will review the complaint
- We may contact the complainant for more information or to inform them of the next steps in our process

Step 2 – Acknowledge and respond to complaints

- We evaluate the complaint against the obligations of the person being complained about.
- We will respond to complaint confirming whether we are the responsible body and the scope of our role as soon as possible
- We then confirm any confidentiality considerations and advise the complainant of the steps we will take to progress their complaint. This will include discussing how any documentation provided may be shared with the practitioner.

Step 3 – Manage and resolve complaints

- We will then contact the mediator to discuss the complaint and seek a response from them. Any documentary evidence may be shared with the complainant.
- If the discussions resolve the complaint feedback will be provided
- If further information is needed, we may contact the complainant for additional information or evidence
- If further investigation is required a complaint manager may be appointed to further investigate and make a recommendation to Mediation Institute management.

Step 4 – Learning, reporting and prevention

- A final report will be provided to all parties at the conclusion of the complaint
- If there are disciplinary actions required a report may be made to the AMDRAS board or Australian Attorney Generals Department FDR Practitioner Registration Department.