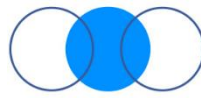




<b>Code</b>	<b>TF.001</b>
<b>Title</b>	<b>Process and Time Frames for Family Mediation</b>
<b>Status</b>	<b>Active</b>
<b>Prepared by</b>	<b>Stuart Hanson</b>
<b>Approved by</b>	<b>Andrew Buckingham</b>
<b>Date Approved</b>	<b>09.11.17</b>
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<b>Contact Officer</b>	<b>Stuart Hanson</b>
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## Process and Time Frames for Family Mediation

1. Call or email by Client A. This may also come as a refer by Client A's solicitor/legal representative.
2. Client A / Solicitor will be asked to complete the Referral Form, which contains contact information about Client B.
3. DMS staff to arrange MIAM appointments for Clients A & B within one working day of receiving the Referral Form. DMS staff to offer an appointment within the next 7 days (maximum time frame).
4. Clients A & B attend MIAMs. If mediator assesses that mediation is appropriate, then a first mediation session will be offered within the next 7 days.
5. At the first mediation session an agreement to mediate form will be issued to Clients A & B and the contents of this will be explained by the mediator. If Clients A & B are in agreement, then mediation will proceed and agenda will be agreed.
6. Following each mediation session, Clients A & B will receive a Mediation Record, which will be sent out within two working days. This will be a brief record of what was discussed and any necessary action points and time frames for these to be done by. The Mediation Record will also remind the clients of their right to seek independent legal advice. In addition to the Mediation Record, if an external professional is needed i.e. mediator specialising in child consultation details of the charges will be sent to A & B.
7. If the mediation process is successful a Memorandum of Understanding and Open Financial Statement is prepared (finance cases). This is sent out one week following the last mediation session. If it is a child matter, a Parenting Plan will be sent out within one week of the final mediation session.

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