



DIRECT MEDIATION SERVICES



Dear Client,

Re: Family Mediation - Client Care Letter

Instructions

It is important to read this letter in detail as it contains information about how your mediation case will be managed. If you do not understand any part of this letter, you must ask your mediator, and they will answer your questions.

We write further to your Mediation Information & Assessment Meeting (MIAM) during which you said that you wish to mediate. It has been agreed by you, the mediator and your ex-partner that mediation can go ahead.

How we work

One of the main purposes of this letter is to explain how we operate.

Your case has been allocated to family mediator. All correspondence related to your case should go through the office. Our telephone number is: 0113 468 9593 and our email address is: info@directmediationservices.co.uk It is always best to email, as the phone lines can be very busy.

All our mediators are registered with the Family Mediation Council (FMC) and also hold membership of member organisations, such as The College of Mediators. They are also fully insured to do the work that they do.

Our organisation takes on both private and Legally Aid cases. If you are privately funded, we will charge you a fee for providing family mediation. You will also be responsible for all court application fees and other disbursements. If you are Legally Aided, you will not be charged for our service; however, you will still be responsible for all court fees.

Our administration team will do their best to respond promptly to letters or calls made to our office about your mediation case, but we ask you to understand that an immediate reply is not always possible. It is not expected for you to speak to your mediator outside the mediation sessions.

Your mediator will not take any original documents from you such as bank statements. We expect you to make the necessary copies for mediation sessions. We do not provide a document copying service.

Professional Fees (if privately funded)

The professional fees for mediation are fixed at £120 per hour per person (there is no VAT to be added). They are non-negotiable. Fees are payable irrespective of an agreement being met. We have a cancellation policy on our website under Policies, which we ask you to read. All fees are paid in advance of the mediation sessions. If you do not pay in advance, mediation will not take place.

We have over 200 approved venues across England and Wales; however, if you choose to have mediation at another venue, you may be charged for the mediator's travel expenses. It is the decision of the mediator whether they agree to mediate at another venue.

Office Opening times

Please note that our office is open from 9 am to 6 pm during weekdays.

Your file

If you are publically funded, The Legal Aid Agency requires us to keep a copy of your case file for up to 6 years after your case is closed. During this time, the Legal Aid Agency may review your file as part of their audit of Direct Mediation Services. After that time, your case will be destroyed, unless you make arrangements to collect it from us.

If you are privately funded, we will keep the information you provide for the provision of legal services to you. You have a right of access under data protection legislation to the personal data that we hold about you. This also applies to clients funded by the Legal Aid Agency.

You are able to view our full data policy on our website under Policies.

Complaints procedure

If at any stage you have any concerns regarding the conduct of your case, please raise them initially with your mediator. If you would like full details of our complaints procedure, this is available on our website under Policies. If we are unable to resolve matters to your satisfaction, you are able to pursue your complaint through the mediator's Professional Practice Consultant (PPC), then member organisation and ultimately the Family Mediation Council. The Family Mediation Council's website is: <https://www.familymediationcouncil.org.uk>

Thank you

Above all we would like to thank you for choosing Direct Mediation Services. We look forward to working with you on your mediation case.

Yours sincerely,



Stuart M. Hanson FMCA
Managing Partner & Family Mediator
URN: 1326A

