



THE MEDIATION SPACE LLP: CLIENT CARE POLICY

AIMS AND OBJECTIVES

We strive to provide excellent mediation services accompanied by the highest professional standards of client care. We aim to provide you with a service that is professional, courteous and accessible. In order to achieve these standards of client care we will:

- Provide you with a high quality professional service delivered in a timely manner.
- Keep your needs, concerns and interests in view.
- Always act in a respectful and courteous manner.
- Always treat you fairly.
- Be open and honest.
- Give clear and concise advice.
- Use plain English wherever possible and explain any legal terms or references.
- Act with integrity.
- Ensure we communicate effectively and promptly wherever possible.
- Respect the joint nature of our engagement and ensure all communications with you both are open, transparent, and shared following the Pre-Mediation Meeting (unless a disclosure is made that a child or adult is at risk of significant harm).
- Inform you as soon as possible if your case is unsuitable for The Mediation Space LLP process.
- Act in accordance with the Bar Standards Board Code of Conduct, the Law Society Code of Conduct, the British Psychoanalytic Council Code of Conduct and any other relevant regulatory requirements (as each is relevant to our different professionals).

- Provide you with a costs estimate at the inception of your case. In the event that the costs estimate increases due to the complexity of your case advise you so that you can decide whether to continue with the service.
- Provide you with information concerning our complaints procedure.
- Monitor our performance and conduct regular reviews of our systems and procedures to improve our standards of client care.

PURPOSE AND SCOPE

The overall purpose of this policy is to provide clear guidance as to how we work and the standard of service we strive to offer. Every partner, associate and employee of The Mediation Space LLP and any other professionals contracted to provide services on behalf of The Mediation Space LLP are required to act in accordance with this client care policy.

CLIENT CARE LETTER

After you have engaged us, we will provide each of you with our terms and conditions of business, an Agreement to Mediate/Letter of Engagement/cost estimate.

OUR POLICY

The Mediation Space LLP is committed to providing a service to clients which is:

- **Specialist:** We only offer and provide mediation in the field of family law.
- **Expert:** We will only provide mediation services advice through practitioners who have substantial experience in advising in family law.
- **Professional:** We will provide a professional service to our clients and act with integrity at all times and treat our clients and prospective clients with courtesy. We will at all times comply with the principles of the Equality Act 2010 and our own Equality and Diversity Policy.
- **Efficient:** We strive to make our service streamlined. In the client care letter, we will advise our clients of the dates of their Pre-Mediation Session. As long as our clients provide all information requested on time it is our aim that all meetings should take place on the dates advised. However, we will keep our clients fully informed of any factors which are likely to cause delay and the reasons for them. We will advise our clients promptly if a meeting needs to be rescheduled.
- **Cost Effective:** We will be open about costs in all our dealings with our clients. We will provide all our prospective clients with a cost estimate which is sent out before the Pre-Mediation Session. If the cost estimate increases due to the complexity of the case our clients will be advised as soon as possible so that they can decide whether to continue with the service. All communications on costs with our clients will be in writing. We will be open and honest with our clients as to the value and proportionality of using our service if they have very limited financial resources.
- **Accessible:** We strive to make our service accessible to anyone who may need it and we will at all times operate in accordance with our Equality and Diversity Policy. We

will do our best to make use of technology to ensure that our services are as accessible as possible to those who need them. We also strive to make our service accessible in terms of its delivery. We will offer Pre-Mediation Sessions as quickly as possible, fitting in to our client's timescales as much as we can, and will respond promptly to all communications.

- **Tailored Service:** It is our ultimate goal that our clients receive impartial joint advice which is tailored to their individual circumstances and provided by a specialist and expert mediator in whom both clients have confidence.
- **Confidentiality:** In dealing with our clients, we will always maintain confidentiality. This means that we will not, without both our clients' specific consent, disclose to third parties the fact that either of them has approached us or sought our advice. We will at all times operate in accordance with our Data Protection Policy and Privacy Notice.
- **Conflicts of Interest:** We will always comply with our respective regulatory codes of conduct.
- **Complaints:** We will make our complaints procedure known to our clients from the outset in our Client Care Letter. Where a client is in any way dissatisfied with our service we will encourage them to utilise the complaints procedure and will investigate complaints promptly and in line with our procedure.

FEEDBACK AND TESTIMONIALS

In order that we can continue and improve our service we actively encourage and value feedback from our clients, whether negative or positive. If you wish to provide any feedback, please provide it by post or email to enquiries@themediationspace.co.uk. We monitor and evaluate any client complaints to identify and address any shortcomings and failings in our business so that we can strive continually to improve our standard of service.

REVIEW

This policy will be reviewed annually. Last reviewed: 26 May 2021