



Mediation Institute Independent Complaint Handling Service

How to Make a Complaint

Who Can Make a Complaint?

You can make a complaint if you:

- Have received services from a Family Dispute Resolution Practitioner (FDRP), Mediator, or Family Group Conference Facilitator who is a member of Mediation Institute,
- Have a serious concern about the conduct of a practitioner or services delivered by Mediation Institute itself.

Note: We cannot consider complaints about other professional services the practitioner may offer (e.g., legal advice, therapeutic counselling).

What Can You Complain About?

You can raise concerns about:

- Missed or delayed appointments, poor communication or unprofessional behaviour,
- Breaches of privacy or confidentiality,
- Conflicts of interest,
- Lack of cost transparency or billing issues,
- Inadequate responses to previous concerns,
- Serious misconduct, including breaches of legislation or ethical standards.

For a detailed list of issues, see our **Complaint Handling Policy** at:

www.mediationinstitute.edu.au/complaints

How to Lodge a Complaint

You can submit your complaint through:

- **Form:** [Complaint Form](#)
- **Online Enquiry:** www.mediationinstitute.edu.au/contact
- **Email:** office@mediationinstitute.edu.au
- **Phone:** 1300 781 533

We will ask for:

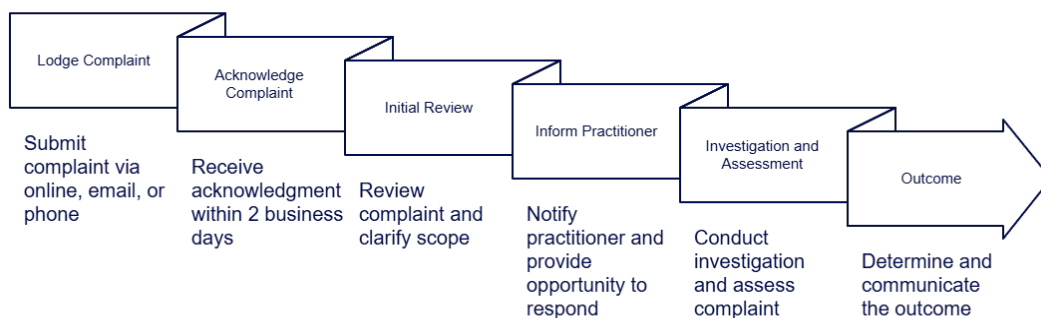
- Your name and contact details,
- The name of the practitioner or staff member you are complaining about,
- A brief description of your concerns,
- Relevant dates, documents, or evidence, where available.

There is **no fee** to lodge a complaint.

Our Key Principles

- **Fair:** All parties are treated respectfully and impartially.
- **Confidential:** Information is shared only as necessary for a fair process or legal compliance.
- **Accessible:** We make reasonable accommodations for people with disability or language needs.
- **Free:** There is no fee to make a complaint.
- **Proportionate:** Our response matches the seriousness and impact of the concerns raised.

Complaint Handling Process



Complaint Handling Process Details

1. **Acknowledgment:**

- We will acknowledge receipt of your complaint within **two (2) business days** and explain the next steps.

2. **Initial Review and Clarification:**

- We will review your complaint to confirm it is within our scope and may contact you to clarify details.

3. **Referral (if necessary):**

- If your complaint is outside our scope, we will advise you and, where possible, direct you to the appropriate body.

4. **Practitioner Notification:**

- If your complaint relates to a member, they will be informed and given an opportunity to respond.

5. **Assessment and Resolution:**

- The complaint will be evaluated and if the issues are complex or serious a Complaint Manager may be allocated.
- We may contact you for further information.
- Your complaint will be assessed using structured tools to ensure a fair and proportionate process.

6. **Outcome:**

- You will be informed of the findings, the outcome of the complaint, and any actions taken. The target to complete investigations is 28 days.

7. **Review / Appeals Options**

If you are dissatisfied with the outcome of your complaint, you may:

- Request an internal review by a senior manager not previously involved, or
- Seek an external review. We will provide you information about the appropriate organisation e.g. AMDRAS Board or the Attorney-General's Practitioner Registration Unit (for FDRP matters).
- Information about how to request a review will be provided in the outcome communication.