

Alberta Family Mediation Society Complaints Management Procedure

Whereas the Alberta Family Mediation Society wishes to have its members practice mediations using high standards of conduct; and

Whereas the Complaints Managements Committee is formed to assist in promoting high standards of conduct; and

Whereas the Complaints Management Committee is not a disciplinary committee; It is accepted that the following process will be used in managing complaints against AFMS members:

1. Upon receipt of a written complaint, the Chair will send a copy of the complaint to the Registrar. Should any other Board member receive a written complaint, the Board member will duly forward the complaint to the Registrar.
2. The Registrar will forward a copy of the written complaint to the Complaints Management Committee, to be made up of the Chair, Registrar, and Past-Chair.
3. The Registrar will mail a letter to the complainant acknowledging receipt of the written complaint.
4. The Registrar will sign all correspondence on behalf of the Board of AFMS.
5. A letter will be sent to the mediator involved advising of receipt of a written complaint. A copy of the written complaint will accompany the letter. A response, to be returned within 10 working days, will be requested from the mediator involved.
6. A date for a meeting of the Complaints Management Committee will be chosen. Failure on the part of the mediator to respond in the time allotted will not alter the meeting date.
7. At the meeting, the Complaints Management Committee will recommend one of 2 action paths:
 - a. The complainant will be referred to a regulatory body of the AFMS member, if applicable.
 - b. The committee will offer 3 hours of free mediation to the mediator and the complainant.
8. The Registrar, on behalf of the Board, will communicate the results of the meeting to the mediator and the complainant.

Accepted by AFMS at the Board of Directors Meeting on October 4, 2001.