



**The Family Mediation Standards Board (FMSB) is looking for lay people to sit on its' complaint appeal and good standing panels.**

The Family Mediation Standards Board (FMSB) offers an independent complaints process for members of the public who have complaints about Family Mediation Council (FMC) Registered Mediators, that relate to potential breaches of professional standards. As part of that process, an appeal is possible. Each appeal panel consists of a practising mediator, a non-mediator member of the FMSB and a lay person.

Similarly, the FMSB operates a good standing panel when mediators wish to join the FMC register but where one of the circumstances that must be disclosed under the FMC's good standing requirement applies. This may occur when somebody has a criminal record, but where their past conduct will not affect their mediation work or where rehabilitation makes it unlikely that the past offence will recur. The panel will consist of two FMSB lay members and a third independent lay person who does not sit on the FMSB.

These voluntary roles are central to upholding high standards across the family mediation profession.

It is anticipated that appeal and good standing panel members will be asked to sit no more than twice a year. Meetings will be held online and usually last no more than two hours, with reading of papers and a reviewing the draft decision taking about half a day, so the total time commitment is anticipated to be two days a year. The role is not remunerated.

All panels will be established so as to avoid members having any conflicts of interests with the complainant/mediator concerned and all complaints are anonymised, so that panel members do not know the identity of those involved in the complaint. Panel members will be expected to treat all complaints confidentially and will need to be able to join online panel meetings in a confidential environment.

Panels are asked to make decisions based on the complaints submitted, mediators' responses, and any supporting evidence provided to the FMSB. Members of panels must not search elsewhere for additional information.

The FMSB has published [indicative outcomes](#) for disciplinary measures arising from complaints, providing guidance to Panels as to proportionate and consistent outcomes if complaints are upheld.

Training on the FMSB's processes and procedures will be provided, and there will be an opportunity for appeal panel members to contribute to the development of complaints and good standing processes going forward.

Applicants should have experience of applying high standards of integrity and probity, and acting as an independent person to making evidence-based decisions. Experience of complaints or regulatory procedures is useful but not essential.

Applications from family mediators cannot be accepted for this role.

Applicants should write to Julie Perry at [operations@familymediationcouncil.org.uk](mailto:operations@familymediationcouncil.org.uk) with a copy of their CV, to express interest.

FMSB

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