



The Family Mediation Standards Board is looking for mediators to sit on its complaints and appeals panels.

The FMSB is seeking to expand its pool of experienced mediators who can be called on to sit on complaints and appeals panels.

This voluntary role is central to upholding high standards across the family mediation profession and will require you to sit as part of a panel with other mediators/lay members, to consider complaints brought to the FMSB about potential breaches of the FMC's Codes of Practice or Standards Framework.

It is anticipated that complaints pool members will be asked to sit as part of complaints panels no more than 4 times year. Meetings are held online, and dates set in advance. Panels are established so as to avoid members having any conflicts of interests with the complainant/mediator concerned (for example a mediator would not be able to sit on the panel if they had a known working relationship with the mediator being complained about as they worked in the same firm or were a PPC/Consultee) and complaints are anonymised, so that panel members do not know which mediator the complaint is about.

Complaints pool members will be expected to treat all complaints confidentially and will need to be able to join online panel meetings in a confidential environment and retain/delete documents in accordance with the FMC's data protection procedures.

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

The FMSB has published [indicative outcomes](#) for disciplinary measures, 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 complaints and appeals panel members to contribute to the development of complaints processes going forward.

Mediators should hold FMC Accreditation. Experience of involvement in complaints panels/processes is valuable but not essential.

Applicants should write to Julie Perry at operations@familymediationcouncil.org.uk with a copy of their CV, to express interest.

FMSB

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