



FAMILY MEDIATORS ASSOCIATION OF THE WESTERN CAPE

www.famac.co.za

info@famac.co.za

021 801 6176



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COMPLAINT FORM

Please note the following:

- a) FAMAC is a regulatory and training body and does not directly provide mediation or parenting coordinator services.
- b) FAMAC is not mandated to replace a mediator or parenting coordinator or to change a summary or directive – this needs to be dealt with in terms of your agreement/contract with the mediator/parenting coordinator and/or the court order if applicable.
- c) FAMAC is not mandated to give advice be it legal or otherwise – you must consult a suitably qualified professional.
- d) The complaint will be dealt with by the Ethics and Compliance Committee appointed by the Executive Committee of FAMAC, the first step being to forward the complaint to the other party and the mediator/parenting coordinator inviting them to respond in writing.
- e) The Ethics and Compliance Committee deals with the professional conduct of FAMAC members and will not be able to attend to complaints against non-members.
- f) The Ethics and Compliance Committee meets four times a year.
- g) The Complaint Form needs to be completed in full and all substantive documentation should be attached.
- h) Complaints will be dealt with confidentially and complainants are requested to keep communication respectful and factual.
- i) A complaint will not be dealt with if it is regarded as *sub judice* or under review by a court of law/any other professional body/institution.



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	Complainant	Other party in mediation/Parenting Coordinator	Mediator/Parenting Coordinator
Surname			
Christian Names			
Tel number			
Email address			
Physical Address			

1. Please indicate whether this is a complaint about a Mediator / Parenting Coordinator

2. How was the mediator/parenting coordinator appointed?

- By FAMAC ☐
- By agreement between the parties ☐
- In terms of a court order ☐



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3. Attach a copy of the agreement/contract between you and the mediator/parenting coordinator.

4. If the complaint is against a Parenting Coordinator, please specify the Case Number of the Court Order and attach a copy of the Court Order.

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5. Is the person against whom the complaint is lodged a member of FAMAC?
(Does his/her name appear on the website?): Yes / No

6. The nature of the complaint:

- Dissatisfaction with the process ☐
- Dissatisfaction with the conduct of the mediator/PC. ☐
- Dissatisfaction with a summary/summaries ☐
- Dissatisfaction with directive(s) (only with regards to PC's) ☐

7. Please explain previous processes undertaken to address the complaint with the mediator/PC and the outcome – include details such as dates.

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8. Have you instituted any other action against the mediator/Parenting Coordinator or have you referred the complaint to a court of law/professional body/institution? Yes / No.

9. If you have instituted action or referred the complaint, please give the following details:

- Name of the court of law/professional body/institution:
- Date of complaint:
- Give details of outcome if the complaint has been finalized:

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10. Please provide a brief but detailed summary of your complaint in the space below and attach relevant documentation – be as specific and factual as possible.



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(Please attach additional pages if necessary)

11. Have you previously filed a complaint with FAMAC? Yes / No

12. If yes, please provide the following details:

- Date of complaint:
- Name of mediator/parenting coordinator against whom the complaint was:
- Outcome:

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Signature of complainant

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Date

Documents to be attached:

- Copy of agreement/contract between you and mediator/parenting coordinator.



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- Copy of court order if applicable
- Additional pages to give further detail regarding complain if applicable – see number 10