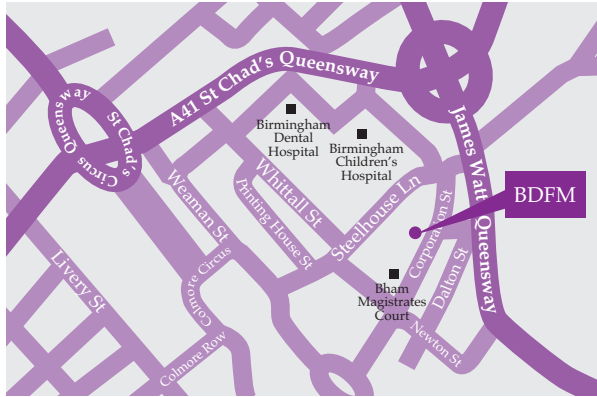


How to find us

www.bdfm.org.uk



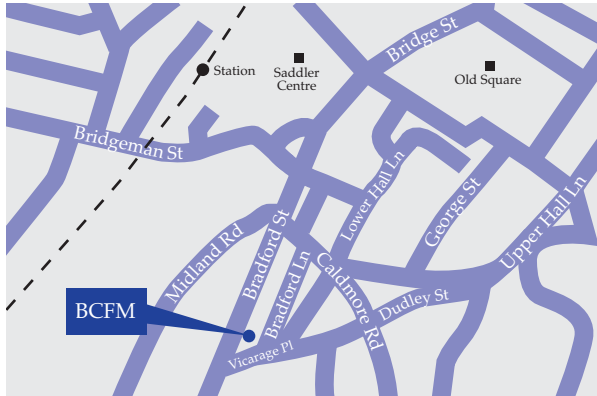
Birmingham District Family Mediation

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Affiliated to National
Family Mediation
Registered Charity No. 515196



National
Family
Mediation



BDFM

Birmingham District
Family Mediation

BCFM

Black Country
Family Mediation



Information for
service users

About us

Birmingham District Family Mediation is a specialist family mediation service set up in 1985. We offer appointments in locations across Birmingham and Solihull, and are part of National Family Mediation. Our mediators are all accredited by the Family Mediation Council. Under the name Black Country Family Mediation we offer the same service across the Black Country, to the same high professional standards.

Attending an appointment

In the first instance we will offer you a pre-mediation appointment to help you decide if mediation is right for you. You can attend this together or separately but you both need to have attended an appointment before proceeding to mediation. At your first joint meeting your mediator will discuss the likely length and cost of mediation. Usually we would expect you to attend between 3 and 5 meetings, depending on the complexity of your case. The issues you want to resolve are up to you, although your mediator can help you decide in what order you deal with them. The decisions you make in mediation are not legally binding but the documents prepared by your mediator can be used by your solicitor to form the basis of legally binding arrangements.

Cost of mediation

Your pre-mediation meeting will be FREE if either of you is eligible for legally aided mediation. If you are eligible for legally aided mediation this will also cover all your fees in mediation. Our current fee rates can be found by telephoning us or checking our website. Charges are on a per person basis for the face to face time with your mediator and for any documents produced at the end of mediation. We do not as a rule charge for letters, telephone calls or emails unless by agreement with you and based on the circumstances of your case. As a not for profit organisation we strive to keep our fees affordable and will expect payment either at or before your appointment. Failure to pay may result in your appointment being cancelled and ultimately your file being closed.

Cancellation policy

If you cancel an appointment with less than 3 working days notice we will charge a late cancellation fee equivalent to an hour's mediation.

Confidentiality and data protection

Birmingham District Family Mediation falls under the remit of the Data Protection Act and is listed on the Register of Data Controllers. We will never pass contact details or other personal information on to a third party without your agreement except in the circumstances stated below. Other than for the purposes of audit, only staff of BDFM/BCFM have access to your file. We must contact the appropriate authority if we think that you or another party to the mediation is at risk of harm. By law, we must also report to the appropriate authority any suspicion of money laundering by people undertaking mediation.

Storage of notes

We will store your file for 6 years after closure, after which hard copies will be shredded and all computer records destroyed.

Audit

We must make cases receiving legal aid payments available for audit by the Legal Services Commission (even if only one of you is in receipt of legal aid). Files are audited to ensure our compliance with the terms of our Legal Aid Contract and Quality Mark. Our auditors follow the confidentiality policy stated above and files are not removed from the office. You do have the right to opt out of your file being made available for audit. If you have any concerns you should discuss this with your mediator as soon as possible.

Complaints

If you are unhappy with any aspect of the service, in the first instance please discuss this with your mediator or the Service Manager. A copy of our formal complaints procedure is available upon request.