Association of Family Law Supervisors

Complaints Procedure

You have indicated to us that you are not satisfied with the service and supervision that you have received from your supervisor. For the Association of Family Law Supervisors to hear your complaint, you must have exhausted your supervisor's individual complaints procedure which includes having raised the complaint with your supervisor directly and in the event of not being able to resolve matters between the two of you, having met with your supervisor's supervisor to resolve the complaint.

Our aim is to investigate any complaint promptly and thoroughly and take whatever action may be appropriate to remedy the situation if that is possible.

What will happen next

1. If you have not already done so, please provide us with your complaint in writing within 14 days of receiving a copy of this complaint's procedure.

2. Please provide us with any paperwork or any correspondence you have in relation to this complaint upon which you seek to rely. If we require further information, we will request this from you or your supervisor.

3. Upon receipt of all the paperwork then your complaint will be referred to the Complaints Panel made up of three experienced Family Law Supervisors who are members of the Association of Family Law Supervisors.

4. The three members will arrange to meet within 28 days of receipt of all the necessary information to discuss your complaint and determine what remedy, if any, can be offered to resolve your complaint.

5. Within seven days of the meeting, you will be informed of the outcome of your complaint and what remedy, if any, will be offered.

6. The decision of the Complaints Panel is final.

Corrective Remedies available:

1. Your supervisor may be asked to undertake further continued professional development training at their expense and within a given timescale to provide them with further training.

2. Your supervisor may be asked to refund some of your fees.