

## **Complaint Management**

Dr Elena Rudnik is a nationally accredited mediator (NMAS) and registered Family Dispute Resolution Practitioner (FDRP). NMAS Accredited Mediators and Family Dispute Resolution Practitioners have an obligation, as part of their professional accreditation and registration to have an independent complaint handling service. Part of this obligation is to provide clients with information about how to make a complaint if they are unsatisfied with services provided.

Communicate your concerns: If you have an issue with the services provided by Dr Rudnik or any of the Resolved Mediation team, the first step is to email: **contact@resolvedmediation.au** to arrange a time to discuss your concerns. We are committed to listening to your concerns and adjusting practices whenever possible.

Our independent complaint handling body is the Mediation Institute. If you are not satisfied with the response to your complaint, you can contact Mediation Institute at **office@mediationinstitute.edu.au** or **1300 781 533** to raise your concerns.

## **Code of Ethics**

We are committed to the maintenance of high-quality services. To achieve this, we implement the following principles:

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### **Respect**

You have a right to consideration and respect regardless of gender, age, sexual preference, race, religion, political belief, socio-economic status or disability.

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### **Safety**

Our offices are a safe place and you and our staff have a right to feel safe at all times.

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### **Choice**

We will promote your right to make an informed choice by providing clear and accurate information about our services and alternatives.

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### **Confidentiality**

Your records will be treated with strict confidentiality within legal limitations. Confidentiality will only be waived when matters of a serious or criminal nature arise.

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### **Individual requirements**

We are committed to providing information and supports that meet your unique circumstances. Every effort will be made to avoid you repeating your story to multiple people. When appropriate and with your consent, we will offer to facilitate referrals and work collaboratively with you and allied supportive services to meet your needs.

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### **Child & Young People Focus**

Our goal is to support families through conflict. We are committed to the safety and developmental needs of children and young people and encourage parents and families to prioritise these.