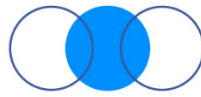


Code	TF.001
Title	Process and Time Frames for Family Mediation
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Prepared by	Stuart Hanson
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Contact Officer	Stuart Hanson
Distribution Status	Controlled

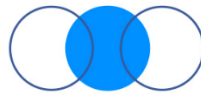
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Process and Time Frames for Family Mediation

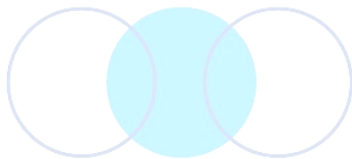
1. Call/email/online by Client A. This may also come as a refer from Client A's solicitor/legal representative.
2. Client A will be asked to complete an application form to apply for Legal Aid funding, if applicable.
3. DMS staff will assess the applicant and deliver a decision via SMS. Maximum time, 10 working days.
4. DMS staff will send Client A an email asking for their online signature on the CIVMEANS7 to approve funding from the Legal Aid Agency (LAA).
5. Client A will then fill a form containing questions asking for information about Client A, Client B and general information about the case.
6. DMS staff to arrange a MIAM appointment for Client A via online video or in person. Maximum 5 working days.
7. DMS staff to arrange a letter of invitation to mediation to Client B. SMS and email will be automatically sent to Client B via DMS's automated system.
8. Five working days will be given to Client B to respond to their invitation to mediation. If Client B does not reply, or refuses to come to mediation, the mediator will then send the appropriate court forms to the client.
9. When Client B is willing to attend mediation, a form requesting personal information, will be sent as a SMS prior to their MIAM.
10. Clients A & B attend MIAMs. If mediator assesses that mediation is appropriate, then a first mediation session will be offered. No specific timeframe for this has been set as it also depends on the availability of the clients, but the firm aims to offer appointments in the following 14 days after the MIAM for Client B.
11. At the first mediation session, an agreement to mediate form will be issued to Clients A & B and the contents of this will be explained by the mediator. If Clients A & B are in agreement, then mediation will proceed and an agenda will be set.
12. Following each mediation session, Clients A & B will receive a Mediation Record, which will be sent out within five working days. This will be a brief record of what was discussed and any necessary action points and associated time frames. The Mediation Record will also remind the clients of their right to seek independent legal advice. In addition to the Mediation Record, if an external professional is needed i.e. mediator specialising in child consultation details of the charges/funding options will be sent to A & B.
13. If the mediation process is successful a Memorandum of Understanding and Open Financial Statement is prepared (finance cases). This is sent out one

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week following the last mediation session. If it is a child matter, a Parenting Plan will be sent out within one week of the final mediation session.

14. If the mediation breaks down, the mediator will arrange appropriate court forms to be sent to each client after their mediation session.



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