

Mediation Quality Mark FAQs

What is the Mediation Quality Mark (MQM)?

The MQM is a quality standard that assures the quality of legal mediation services given to members of the public. The MQM is a requirement for organisations doing legal aid mediation work.

What are the requirements of the MQM and how can they be demonstrated?

Information about the requirements can be found in the MQM Standard, available on the LSC website: www.legalservices.gov.uk >CLS > quality standards >quality mark. The key document is the Mediation Quality Mark Standard-2010.

The main requirements about individual mediators' competence can be found at D5.1 of the MQM. In essence people who wish to become mediators must firstly undertake a Family Mediation Foundation Course recognised by the Family Mediation Council (FMC). Then, in order to undertake publicly funded mediation, the mediator must also be assessed as competent by one of the following routes:

- Successful completion of the Competence Assessment process managed by the membership organisations of the Family Mediation Council. This is usually referred to as the completion of their 'portfolio' (documented work evidencing their competence) following assessment by the FMC.
- Practitioner membership of the Law Society Family Mediation Panel.

Queries about each route should be directed to the appropriate member organisation of the FMC. These are:

- Family Mediators Association (FMA)
- National Family Mediation (NFM)
- Resolution
- ADR Group
- College of Mediators
- The Law Society

These organisations can advise on approved courses, specific requirements and facilitate the allocation of a supervisor/professional practice consultant (PPC) who will provide support and guidance to the trainee throughout the process.

Providers can also contact the Family Mediation Council for further advice:

Email: info@familymediationcouncil.org.uk

Address: Family Mediation Council, PO Box 593, Exeter, EX1 9HG

How do I complain about a Family Mediation solicitor?

If you cannot resolve the matter by contacting the solicitor in question, you should send the complaint to the Family Mediation Council which is the regulatory body of the family mediation profession. They can be contacted on: info@familymediationcouncil.org.uk

How can I get a MQM certificate and a logo pack?

We do not issue certificates for the MQM. Providers typically use the standard to obtain a contract with the LSC and undertake legal aid work, in which case the contract acts as confirmation that the provider has met the standard. We do have some logo window stickers which can be sent upon request. Electronic logos can be obtained for use on stationery etc. by sending a request to qualitymark@legalservices.gsi.gov.uk

Can you clarify what you refer to as "funding limitations" under E1.3 page 50 of the new mediation quality mark standard?

'Funding Limitations' refers to situations where the LSC limit the issues to be discussed as part of the dispute. This could be because certain issues fall outside the scope of legal aid or those particular issues don't have sufficient merit for the provision of legal aid. 'Funding Limitations' are usually applied to certificates for legal representation, which get assessed as part of an application for funding and are not common within mediation. Where this is the case they need to be clearly marked on the file.