Making a complaint

Our commitment to you

We try very hard to provide a good service to children, young people and their families. We recognise that we sometimes get things wrong.

We take all concerns and complaints seriously. Your feedback will help us to resolve mistakes faster and learn how we can do things better another time. It helps us maintain and improve the high standards we always try to achieve.

When should you make a complaint?

If you have a problem with the way we provide a service and it can't be put right at the time, you should make a complaint. Also if you'd like action taken about something, and to know what action we have taken, please follow this guide.

If you are unhappy about anything else we do, such as the way we run the charity, how we raise funds, deal with money or something one of our partner suppliers does, please also follow this complaints guide.

If you have a serious concern about child safety, please follow our Safeguarding Policy. If you would like to make a complaint in confidence, our Whistleblowing Policy may be better for you.

Staff can follow their Grievance Procedure to complain about employment matters.

Who can raise a complaint?

Our Complaints Procedure is available to anyone who uses Mentoring Plus services including young people, families, referrers, volunteers, suppliers, and those affected by our fundraising activities.

Please share your concerns and make a complaint when you are dissatisfied with any aspect of Mentoring Plus' services or activities.

How do you complain?

Stage One

Please complete the form by clicking the following link – complaints form

Once the form is completed, please email it to: feedback@mentoringplus.net

What will happen after you complain?

We will acknowledge your complaint within two working days and we will tell you who will be dealing with the matter and when you can expect a full answer from us; normally we would work to a resolution within 10 working days.

Wherever possible, the charity will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help us resolve it.

Sometimes there may be occasions when we cannot provide absolute confidentiality, especially where a child or adult may be at risk of harm. In these circumstances our safeguarding procedures will take precedence over this procedure. We will need to share any relevant information with others concerned in the safety and welfare of the people we work with.

We will keep records of your complaint and what we do to resolve it. We handle all personal information in line with the Data Protection Act.

Escalation Process

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, or would like to ensure that the complaint is reviewed by the trustees rather than staff, they can request that the complaint is reviewed at Trustee level by emailing chair@mentoringplus.net. The request for Trustee level review will be acknowledged and it will be confirmed who will deal with the case and when the complainant can expect a reply.

The Trustees' investigation may involve reviewing the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.

Stage 2 complaints will receive a definitive reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The decision at this stage is final.

If the complainant is still not satisfied with the outcome of the complaint, they can contact the B&NES Complaints Manager via an online link: https://beta.bathnes.gov.uk/make-complaint

Further help with making your complaint

If you would like to make your complaint using another format or means of communication, please do. If you ask us, we will also arrange appropriate support, translation or interpretation services to ensure equal access to this procedure for everyone.

You may also get support from a relative, friend or advocate in making your complaint.

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