Making a complaint
Children, Young People & Families

Our commitment to you

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

We take all concerns and complaints seriously. Your feedback will help us to deal with mistakes faster and learn how we can do things better another time.

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 can make a complaint.

Who can raise a complaint?

Anyone who uses Mentoring Plus services can make a complaint, including children, young people and families.

How do you complain?

Each child, young person and family has a specific **practitioner** at Mentoring Plus. This is the first person you should contact with any complaint.

Each part of our charity has a Senior Practitioner who is responsible for how it runs. You may prefer to take your complaint to the Senior Practitioner for your project – details below.

You might find **this form** useful to think about what you want to say.

Helen Goodchild, Head of Practice
helen.goodchild@mentoringplus.net *07749 431802*

Humphrey Pain, Primary & Professional Mentoring Manager
humphrey.pain@mentoringplus.net *07714 254017*

Karen George, Senior Practitioner, Student & Family Support (SAFS)
karen.george@mentoringplus.net *07525 126579*

If you wanted to post your complaint please send it to:

Mentoring Plus, Riverside Youth Hub, York Place, Bath BA1 6AE

If you can't contact your practitioner / Senior Practitioner, or are unhappy with their support, please contact our Head of Practice or Chief Executive Officer:

Helen Goodchild, Head of Practice
helen.goodchild@mentoringplus.net *07749 431802*

Ruth Keily, CEO
ruth.keily@mentoringplus.net *01225 429694*

Our 11-25 Volunteer Mentoring project and our SAFS project are monitored by commissioning officers for Bath & NE Somerset Council. If your complaint is about one of these projects and you cannot resolve it with our staff, you can contact the relevant B&NES Commissioning Officer:

11+ Volunteer Mentoring: Dee Chaddha
dee_chaddha@bathnes.gov.uk

SAFS: Kate Potter
kate_potter@bathnes.gov.uk

What will happen after you complain?

We will let you know we've received your complaint within two working days. We hope to have answered your complaint within 10 working days.

We will try to not to tell other people about the complaint if it's not necessary. Sometimes there may be occasions when we cannot keep your complaint secret, especially where someone may be at risk of harm. If we do have tell other people about the complaint, we will let you know.

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.

Further help with making your complaint

If you would like any help to make your complaint, please contact your practitioner as given above.

Last reviewed: September 2025
Next review: September 2028