



Absolute Mentoring

**ABSOLUTE CARE AND MENTORING  
COMPLAINTS POLICY  
JANUARY 2024  
NEXT REVIEW DATE: SEPTEMBER 2024**

**Policy Aims**

The aim of this policy is to ensure that all young people have access to an effective complaints process. They are given details on how to make a complaint and set out our responsibilities for processing complaints and provide details on third party organisations that young people can contact to pursue complaints further.

**Policy Objectives**

To provide ease of access for all Young Persons to the complaints process.

To instil Young Person and key stakeholder confidence in the way in which complaints are managed.

To provide all potential complainants with transparent information on how to make a complaint and what to expect from the process.

To have an honest, open, and thorough approach to all investigations and to address all legitimate concerns raised by the complainant or the authorised representative.

To adopt a fair and consistent approach to the investigation of all complainants.

Absolute Mentoring sets high standards in service delivery and welcomes feedback from individuals, users of our services, and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work. However, from time to time we may receive a complaint regarding the service we have delivered.

The emphasis in this Complaints Procedure is on informality. This means that we aim to objectively solve problems quickly, simply, and fairly. It is hoped that the most issues can be settled amicably at the First Stage, and that complaints will only exceptionally reach the Second Stage. Absolute Mentoring will respond promptly to written complaints and will also expect complainants to keep to an agreed timetable for pursuing a complaint. Constructive criticism, made through client questionnaire surveys or in discussion with staff, is always welcome as help towards raising service levels.

**The Procedure for making a complaint.**

**First Stage (Informal Complaint).**

A Client should initially make the complaint to any responsible person within their network (team around the family) who will then raise the issue with the mentor or the mentoring manager. The object of this First Stage is to resolve problems quickly and simply and fairly. The Manager has discretion as to how the complaint is investigated but will seek the support / guidance of the team around the child to ensure that a suitable resolution has been agreed. The manager will keep a record of each complainant, the nature of the complaint and how it was resolved. If the complaint has been made in writing, the Client Relationship Manager will respond in writing within ten working days of receipt of that complaint.

If the matter cannot be resolved satisfactorily by the Mentoring Manager at the first stage, then the complainant should seek out the guidance of the referring school / placement and follow their complaints procedure. Given that Absolute Mentoring is a small business with a small team it is expected that complaints will be resolved with minimum interruption and amicably. Therefore, it is highly unlikely that the complaint will need additional resolution or external mediation. However, if indeed this does happen then Absolute Mentoring may indeed hire an external HR professional to manage this process who will act as an independent consultant to bring about a resolution.

The manager will notify the complainant of this decision, in writing, within twenty working days of receipt of the original written complaint. A Client who has exhausted the above procedure but remains unsatisfied with the handling or outcome of a complaint may write to the Managing Director or indeed follow their own legal routes if necessary.

If there are safeguarding concerns, then they should be reported to any responsible individual within the child's network. This will ideally be the referring school, parent who can communicate this to the business and take appropriate action. This could be a referral to statutory bodies including the Police, Local Authority, LADO.

**Next Review Date: September 2024**