

PYRAMID MENTORING

Complaint procedure

Definition of a complaint

An expression of dissatisfaction with a product or service, either orally or in writing.

Making a complaint

Our commitment to you... We aim to provide a high quality service to our clients.

We recognise that sometimes things can go wrong. A client, commissioner, parent or supporting person (e.g. a client's family member) may have a cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of our service

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

"If you would like action taken about something, and to know what we have done, please follow this guide."

Please note:

- If you have a serious concern about client safety, please follow our Safeguarding Policy.
- Staff should follow their Grievance Procedure or whistleblowing procedures to complain about employment matters.

Who can raise a complaint?

Our Complaints Procedure is available to anyone who uses our Mentoring services including adult clients, young people, families, referrers, volunteers and suppliers/ commissioning organisations.

Please share your concerns and make a complaint when you are dissatisfied with any aspect of our mentoring services.

How do you complain?

Please complete the form at the end of this document and email it to the CEO, Jay Lee info@pyramid-mentoring.co.uk

You may prefer to make your complaint using another means of communication. You can also get support from a relative, friend or advocate in making your complaint if you wish to.

What will happen after you complain?

We will acknowledge your complaint within five working days and we will tell you who will be dealing with the matter and when you can expect an answer from us.

Pyramid mentoring will respect your confidentiality and keep your complaint confidential as far as possible. Information about the complaint will only be shared with those who need to know to help us resolve it.

Sometimes there may be occasions when we cannot provide absolute confidentiality, especially where a child or vulnerable adult may be at risk of harm. In these circumstances our safeguarding procedures will be followed.

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.

PYRAMID MENTORING COMPLAINT FORM

CONTACT DETAILS:	NAME: PHONE NUMBER: EMAIL:	
ARE YOU A:	CLIENT <input type="checkbox"/> RELATIVE <input type="checkbox"/> COMMISIONER <input type="checkbox"/> OTHER (Please specify) <input type="checkbox"/>	
IS YOUR COMPLAINT ABOUT A MEMBER OF STAFF?	NO <input type="checkbox"/>	YES <input type="checkbox"/> NAME:
WHAT IS YOUR COMPLAINT? Please give as much detail as you can including exactly what was said and by whom. Please include dates.		

<p>IS THERE ANYTHING SPECIFIC YOU WOULD LIKE TO HAPPEN OR FOR US TO DO TO RESOLVE IT?</p>		
<p>ARE THERE ANY WITNESS'S? (If applicable, please provide details)</p>	<p>NO <input type="checkbox"/></p>	<p>YES <input type="checkbox"/> NAME: CONTACT NUMBER: EMAIL:</p>

OFFICE USE:

<p>PARENT/CARER NOTIFIED</p>	<p>NO <input type="checkbox"/></p>	<p>YES <input type="checkbox"/> WHEN: HOW: BY WHOM:</p>
<p>COMMISIONING PARTNER NOTIFIED</p>	<p>NO <input type="checkbox"/></p>	<p>YES <input type="checkbox"/> WHEN: HOW: BY WHOM:</p>
<p>POLICE NOTIFIED</p>	<p>NO <input type="checkbox"/></p>	<p>YES <input type="checkbox"/> WHEN: HOW: BY WHOM:</p>
<p>REFERRAL TO LADO</p>	<p>NO <input type="checkbox"/></p>	<p>YES <input type="checkbox"/> WHEN: HOW: BY WHOM:</p>

OTHER ACTION TAKEN	NO <input type="checkbox"/>	YES <input type="checkbox"/> WHEN: HOW: BY WHOM: DETAILS:
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