



Supporting distressed children

Registered Charity Number 1169026

## **Complaints Policy**

Mentor Link is committed to providing a high quality service to all its service users. The purpose of this policy is to ensure that all stakeholders have the opportunity to:

- Make complaints about the service.
- All complaints are taken seriously, investigated thoroughly and objectively.
- The results are communicated to the complainant.

This policy applies to all employed staff, volunteers and young people supported by Mentor link. It covers complaints by service users, delivery partners, or members of the public in relation services provided including:

- The standards of service that we provide.
- The behaviour of staff and volunteers working for Mentor Link.

Mentor Link recognises the right of volunteer mentors, children, young people and their parents or carers to have access to the organisation/group's complaints procedure. A complaint is any clear expression of dissatisfaction with the organisation/group, its staff, volunteers or Trustees activities or services.

We will ensure that all complaints are taken seriously and dealt with swiftly and in confidence and will learn from any complaints and use them to improve how we operate. In order to provide a response to complaints these will need to be in writing and contain details of contact names and address.

Complaints can be made via the following:

Andrea Maddocks MBE  
CEO  
Mentor Link  
18 Lombard Street  
Stourport on Severn  
Worcestershire  
DY13 8DT  
Email [Andrea.Maddocks@mentorlink.org.uk](mailto:Andrea.Maddocks@mentorlink.org.uk)

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Contact details for complaints will be included on our parental consent letters to parents and carers.

The CEO will be notified of any complaints received and ensure that all complaints received will be dealt with accordingly. General complaints will follow this procedure and other allegations dealt with according to our Managing Allegations policy.

All complaints will be investigated and dealt with within two weeks of receipt and a record kept at Head Office of all complaints. All complaints received will be responded to appropriately and professionally accordingly.

**August 2018.**