



# **MENTOR WISE**

## **Complaints Policy**

*This policy will be reviewed on an ongoing basis, at least once a year. Mentor Wise will amend this policy, following consultation, where appropriate.*

## **What is complaint**

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. You may wish to complain if you are not satisfied with the service you have received from Mentor Wise or the way you have been treated by Mentor Wise representatives, such as volunteers or staff.

## **Principles of Mentor Wise's Complaints Procedure**

- Mentor Wise recognises that complaints are an important part of user feedback.
- All complaints will be investigated fully and fairly.
- Complaints will be dealt with in confidence.
- If the person making the complaint is not happy with the result of the response to their complaint, they will have the right to appeal.

Mentor Wise is committed to ensuring that its services are of the highest quality. This procedure enables Mentor Wise to respond to complaints in a fair and proper way and to know when and why people are not satisfied with its services, so they can be improved.

## **Who can make a Complaint?**

This procedure is for members of the public who have received any form of service from Mentor Wise.

It does not cover complaints made by Mentor Wise staff, volunteers and trustees who need to follow agreed grievance, disciplinary or other internal procedures details of which are available in the Mentor Wise Staff or Volunteer Handbooks.

## **Complaints about Mentor Wise**

There are five stages that you can go through to try and resolve any problems. If you need a sign or community language interpreter or have literacy problems, please let us know and every reasonable effort will be made to provide appropriate assistance.

The five stages are:

### **Stage one**

**1-A** Speak to the individual(s) concerned or their line manager and try to resolve the complaint informally. The individual concerned is required to tell you their name and who their line manager is if you ask them. However, you can also refer to the Director Kazim Misirlioglu, at [kkorhan@mentorwise.org.uk](mailto:kkorhan@mentorwise.org.uk) and [info@mentorwise.org.uk](mailto:info@mentorwise.org.uk) to find out an appropriate manager for you to contact.

If you are not satisfied with the response you have received at stage one (informal) you should then use stage 1-B of this procedure.

**1-B** Outline the details of your complaint by e-mail and send it to the Trustees:  
[trustees@mentorwise.org.uk](mailto:trustees@mentorwise.org.uk)

1. Your complaint will be acknowledged in the same format it has been received (ie, by letter or email) within seven working days from the date it is received. This acknowledgement will contain the following information:
  - o Name, address and telephone number of the person who will investigate the complaint.
  - o The date the investigation will start.
  - o What support you can receive during the process of the complaint, e.g. making information accessible, access to interpreters.
  
2. You will receive a full response in writing within 21 working days from the start of the investigation from the person appointed to investigate the complaint. The response will include the following information:
  - o Details of the investigation.
  - o A decision about whether the complaint was upheld or not.
  - o A decision about whether the complaint was upheld or not.
  - o The reason for the decision.
  - o The redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support.
  - o Any other action that may be taken in light of the complaint.
  - o If it is not possible to provide a full answer to your complaint within 21 working days, the letter/email will outline reasons why and give a date by which a full answer is expected.

## **Stage two**

In case of stages 1-A and 1-B, if you are firmly believing that the appropriate action has not been taken, you should report the matter to our Ombudsman who has been appointed to investigate complaints about Mentor Wise and attempt to resolve them. Our Ombudsman is independent, free, and impartial. Find more information at

<https://willowombudsman.org>

## **Stage three**

In conclusion of stages 1 and 2, if you believe that the appropriate action has not been taken, you should report the concern to the relevant body. This includes:

- o HM Revenue and Customs (HMRC)
- o The Charity Commission
- o The Information Commissioner

## **Review of the process**

### **The limits**

In circumstances where time limits cannot be met due to unforeseen circumstances, you will be notified in writing. The reasons for the delay with adjusted timescales will be supplied by the person responsible for handling the complaint.

### **Taking a complaint further**

If, after following this procedure, you wish to take your complaint further, there are several regulators you can refer to.

### **The Charity Commission**

This is the regulator for charities in England in Wales. You should contact them if you are unhappy with how Mentor Wise has dealt with your complaint:

<http://forms.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity/raising-concerns-about-a-charity/>

### **Monitoring**

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