



COMPLAINTS POLICY

January 2024

1. Purpose of this Complaints Policy

- 1.1 SV Mentoring welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our services, our customer service, or about our employees, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.
- 1.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
- 1.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about SV Mentoring, our services, our customer service, or about our employees;
 - 1.2.2 To ensure that everyone working for or with SV Mentoring knows how to handle Complaints made by our customers;
 - 1.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
 - 1.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

2. What this Complaints Policy Covers

- 2.1 This Complaints Policy applies to the provision of services by SV Mentoring, to our customer service and to our employees.
- 2.2 For the purposes of this Complaints Policy, any reference to SV Mentoring also includes our employees and workers.
- 2.3 Complaints may relate to any of our activities and may include (but not be limited to):
- 2.3.1 The quality of customer service you have received from SV Mentoring;
 - 2.3.2 The behaviour and/or professional competence of our employees;
- 2.4 The following are not considered to be Complaints and should therefore be directed to the appropriate channel:
- 2.4.1 General questions about our services;
 - 2.4.2 Matters concerning contractual or other legal disputes;
 - 2.4.3 Formal requests for the disclosure of information, for example, under applicable legislation;

3. Making a Complaint

- 3.1 All Complaints, whether they concern our services, our customer service, or our employees, should be made in one of the following ways:



3.1.1 By email, addressed to Sam Viggers at svmentoring@outlook.com;

3.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

3.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);

3.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;

3.2.3 If you are making a Complaint about a particular employee of ours, the name and, where appropriate, position of that employee;

3.2.4 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;

3.2.5 Details of any documents or other evidence you wish to rely on in support of your Complaint;

3.2.6 Details of what you would like SV Mentoring to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

4. **How We Handle Your Complaint**

4.1 SV Mentoring operates a two-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two.

4.2 Level One:

4.2.1 Upon receipt of your Complaint, the person identified above in Section 4.1 will log the Complaint in our Complaints Log and will acknowledge receipt of it in writing within two working days, giving you a Complaint Reference.

4.2.2 When we acknowledge receipt of your Complaint we will also provide details of your Complaint Handler. This may be the person to whom your original Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.

4.2.3 If your Complaint relates to a specific employee, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee in question directly concerning the Complaint while we are working to resolve it.

4.2.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information



or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

4.2.5 We aim to resolve Level One Complaints within three working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

4.2.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.

4.3 Level Two - External Resolution:

4.3.1 If you are not satisfied with the resolution of your Complaint at Level One you may seek External Resolution of your Complaint from the relevant Local Authority, Social Services or LADO. If you require contact details for the appropriate department your Complaint Handler will be able to provide this for you.

5. Confidentiality and Data Protection

5.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees of SV Mentoring who need to know in order to handle your Complaint.

5.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting Sam Viggers, whose details are provided above in Section 4.1.

5.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Notice available from Sam Viggers.

6. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Sam Viggers by post by telephone on 07706 007 856, or by email at svmentoring@outlook.com.



7. **Policy Responsibility and Review**

- 7.1 Overall responsibility for this Complaints Policy within SV Mentoring and the implementation thereof lies with Sam Viggers.
- 7.2 This Complaints Policy is regularly reviewed and updated as required.
- 7.3 This Complaints Policy was adopted on 1 January 2022.
- 7.4 This Complaints Policy was last reviewed on 1 January 2024.