

## **Mentoring Women in Business Programme**

### **Complaints Procedure**

Updated September 2020

If you have a complaint about any element of the Mentoring Women in Business Programme, please let us know, as we aim to provide a high-quality service and programme. Your complaint may be related to the wider Mentoring Women in Business Programme, the Mentoring Team, or your mentoring relationship itself. If you are having challenges connecting with your mentoring partner or any issues relating to the mentoring relationship, please do contact the Mentoring Team on the mentoring site.

Our complaints procedure comprises three different stages: Informal resolution, Formal complaint, and Escalation. At all stages of the complaints procedure, your complaint will be dealt with in the strictest confidence, and we will inform you and obtain permission if your complaint needs to be discussed with others within or outside of the Mentoring Women in Business Team. Filing a complaint will not impact your treatment on the programme.

The Mentoring Team will document every complaint filed, both formal and informal, and this information can be made available upon request. If your complaint is about a member of the Mentoring Team, this team member they will not have access to this information and will not be involved in the investigation of the complaint.

Throughout the complaint process, you may continue with your mentoring relationship, if this is a workable situation and safe to do so for both mentoring partners.

Any written complaints should be sent to [enquiries@cherieblairfoundation.org](mailto:enquiries@cherieblairfoundation.org). This inbox is not managed by the Mentoring Team and therefore provides complainants the opportunity to complain about a Mentoring Team member in the confidence that this will initially be received by an individual outside of the team.

#### **Stage 1: Informal resolution**

We envisage that most informal and non-serious complaints that address concerns within the [Code of Conduct](#) can be sorted out easily and quickly, often at the time they arise. You can contact the Mentoring Women in Business Team directly via the mentoring software and explain your issue in your message. You must contact the Mentoring Team within one month of the issue having taken place.

A representative from the Mentoring Team will be in contact within three UK working days to provide you with support and advice. They can contact you via written message but may also give you or your mentoring partner a call via the phone number provided in your application form, if needed or requested.

The Mentoring Team will let you know via written response when they deem the matter to be resolved.

[cherieblairfoundation.org](http://cherieblairfoundation.org)

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### **Stage 2: Formal complaint**

If your problem cannot be sorted out in the way described above and you wish to make a formal complaint to the Programme Manager, we ask you to fill in the form attached and send it to [enquiries@cherieblairfoundation.org](mailto:enquiries@cherieblairfoundation.org), with the subject line: Mentoring Women in Business - Formal complaint [name]. The completed form will be forwarded to the Programme Manager. The formal complaint must be submitted within one month after the end of stage 1.

The Programme Manager will review your complaint and get back to you within three UK working days to acknowledge receipt. An investigation will be carried out and a written response will be provided within twenty UK working days.

### **Stage 3: Escalation**

If you remain unsatisfied with the solution provided by the Mentoring Women in Business Team, you can request your complaint to be escalated to the Head of Mentoring, within one month after receiving the written response to stage 2.

You will need to provide a written statement as to why you deem the initially provided solution(s) insufficient. Please send this statement to [enquiries@cherieblairfoundation.org](mailto:enquiries@cherieblairfoundation.org), with the subject line: Mentoring Women in Business - Escalation complaint [name]. This will be accessed by the Head of Mentoring.

We will acknowledge receipt of your escalation within three working days and aim to have looked into your complaint within twenty UK working days. We should then be in a position to offer you a final, written response.



## Complaint Form

### Personal Details

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

I am a mentor/mentor (please cross out what is not applicable)

### Your Complaint

Date of incident (if applicable): \_\_\_\_\_

Who/what is the subject of your complaint: \_\_\_\_\_

Summary of the complaint/issue:

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Please explain why Stage 1 (Informal Resolution) was unsuccessful or inappropriate:

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What would you consider a suitable solution?

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Date: \_\_\_\_\_

Signature: \_\_\_\_\_



**For internal use only**

Overseeing staff member: \_\_\_\_\_

Action(s) taken (include dates):

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Outcome:

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