

# Mentoring Women in Business Programme

## Complaints Procedure

March 2024

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 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.

Please note that this policy relates specifically to the Mentoring Women in Business programme. The Cherie Blair Foundation for Women has developed a centralised reporting concerns policy that provides individuals with guidance on how to raise any concerns in relation to Foundation supported activities, such as:

- Someone is asked to do something or is aware of the actions of others which they consider to be a breach of the Staff or Non-Staff Code of Conduct or any of the Foundation's policies
- Someone witnesses behaviour they consider to be wrong, dangerous or illegal
- There is any incident of fraud, theft, bribery, corruption, or terrorist financing
- Someone is concerned about the standard of service you should expect from the Foundation or its implementing partners
- Someone is concerned about the behaviour of a Foundation staff member (including Trustees) or representative
- Someone is concerned about a failure to comply with legal obligations and/or any safeguarding issue arises

This list is not exhaustive.

[Please refer to this policy](#) if you would like to raise a concern that doesn't relate to the Mentoring Women in Business programme specifically.

The Mentoring Women in Business complaints procedure comprises of 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. We will inform you and request 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, the respective 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 resolved easily and quickly, often at the time they arise. You can contact the Mentoring Women in Business team directly via the mentoring platform 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.

### **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 [your 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 Senior Programme Manager, 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 [your name]. This will be accessed by the Senior Programme Manager.

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:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

What would you consider a suitable solution?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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