



Complaints Policy

Organisation: Supreme Mentoring Services

Policy Owner: Taj Reid

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1. Purpose

Supreme Mentoring Services aims to provide high-quality, professional and child-centred mentoring services.

We recognise that there may be occasions when a young person, parent/carer, school, commissioning organisation or other stakeholder is dissatisfied with an aspect of our service.

We welcome appropriate feedback and will seek to resolve complaints fairly, respectfully and without unnecessary delay.

2. Principles

Complaints will be:

- taken seriously;
- treated fairly and impartially;
- handled sensitively and confidentially where possible;
- acknowledged and addressed within reasonable timescales;
- used to identify opportunities for organisational learning and improvement; and
- managed without disadvantaging a child or family because a complaint has been made.



3. Who Can Make a Complaint?

Complaints may be made by:

- children and young people;
- parents or carers;
- schools;
- commissioners;
- partner organisations; or
- other individuals directly affected by our services.

Children and young people should be supported to raise concerns in a way that is accessible and appropriate to their age, communication needs and understanding.

4. Informal Resolution

Where appropriate, we encourage concerns to be raised informally in the first instance.

Many concerns can be resolved quickly through discussion, clarification or corrective action.

Informal resolution will not be appropriate where the complaint raises safeguarding concerns, allegations against staff, serious misconduct or another matter requiring formal action.



5. Stage One – Formal Complaint

Formal complaints should be submitted to Supreme Mentoring Services and should, where possible, include:

- the nature of the complaint;
- relevant dates and circumstances;
- individuals involved;
- any steps already taken to resolve the issue; and
- the outcome being sought.

A formal complaint will normally be acknowledged within 3 working days. We will aim to provide a substantive response within 10 working days. Where a matter is complex and additional time is required, the complainant will be informed.

6. Stage Two – Review

Where a complainant remains dissatisfied with the Stage One response, they may request a review.

The request should explain why the response is considered unsatisfactory and identify any relevant information that should be reconsidered.

Where reasonably practicable, the review will be undertaken by an individual who was not responsible for the original decision.

Where the size or structure of Supreme Mentoring Services means that a fully independent internal reviewer is unavailable, consideration may be given to appropriate external review or consultation.

The outcome of the review will normally represent the conclusion of the internal complaints process.



7. Safeguarding Complaints

Where a complaint raises concerns about the safety or welfare of a child, safeguarding procedures will take precedence over the standard complaints process.

The matter may be referred immediately to the relevant DSL, school or commissioning organisation and, where appropriate, children's social care, LADO, police or another relevant authority.

A complaints investigation will never be allowed to delay necessary safeguarding action.

8. Complaints About Personnel

Complaints involving the conduct of staff, mentors, workers or contractors will be considered under the appropriate organisational procedure.

Where allegations indicate that an individual may have harmed a child, committed an offence against a child, posed a risk of harm or behaved in a way indicating they may be unsuitable to work with children, safeguarding and allegations-management procedures will be followed.



9. Confidentiality

Information relating to complaints will be shared only where there is a legitimate reason to do so.

Complete confidentiality cannot be guaranteed where information must be shared for safeguarding, legal or investigative purposes.

10. External Disclosures

Appropriate records will be maintained regarding formal complaints, responses, outcomes and actions arising from them.

Records will be stored securely in accordance with applicable data protection requirements.

11. Unreasonable or Persistent Conduct

Supreme Mentoring Services will remain respectful and accessible to individuals raising complaints.

However, abusive, threatening, discriminatory or persistently unreasonable behaviour towards personnel will not be accepted.

Reasonable measures may be introduced to manage communications while ensuring legitimate concerns continue to be considered.



12. Learning From Complaints

Complaints will be reviewed for themes, lessons and opportunities to improve:

- service quality;
- safeguarding;
- staff practice;
- communication;
- policies and procedures; and
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- the experience of children, families and commissioning organisations.

13. Review

This policy will be reviewed annually or sooner where required following significant complaints, safeguarding incidents or changes to organisational or statutory requirements.

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