



## **The Student Mentoring Company Complaints Procedure**

The Student Mentoring Company is committed to behaving ethically, honestly and respectfully towards students and clients. We promise to provide a quality service at all times, to meet your individual needs. We recognise however, that at times, you may feel that your support worker does not match your individual educational needs, or that you may wish to change support workers for personal reasons. If you feel a change of support worker is necessary, please contact us to discuss and arrange this.

If you are still not satisfied, you may wish to make a complaint. This policy sets out the steps by which you can complain and have your complaint dealt with internally, or externally by the relevant body as set out below.

All complaints are logged and these records can be viewed by statutory regulatory bodies when requested for audit purposes. No personal details will be passed on.

We pledge to handle your complaint with sensitivity and we welcome your feedback.

Step 1:

If you have a complaint or are dissatisfied in any way, please contact us:

Telephone: 07811 110038

Email: [gareth@thestudentmentoringcompany.net](mailto:gareth@thestudentmentoringcompany.net)

Write to: Director, 5 The Ridings, Priory Road, St.Ives, Cambs., PE27 5BB

Step 2:

Once we receive your complaint by telephone, email or text, you will be contacted within 2 working days to acknowledge your complaint and to seek further clarification if needed.

Step 3:

Your complaint will be investigated and we will seek a resolution and contact you again within 5 working days of you first contacting us.

Step 4:

In the event that you remain unhappy you may contact us again and talk to our Director directly who will respond within 2 working days.

Step 5:

If you are dissatisfied with our response you may wish to contact your Disability Officer at your Higher Education Institution, or your Assessor at your Assessment Centre or Needs Assessor.

Step 6:

If you remain dissatisfied, you may wish to take the matter further with a funding or statutory body.

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