

Employability Mentoring Project Complaints Form (Mentees)

Your right to complain

The Employability Mentoring Project aims to achieve the highest standards in all its work. You have the right to complain if you feel we are not meeting those standards or if you are not satisfied with the service.

The EMP takes all complaints seriously and through the complaints process it aims to:

- Provide an effective way for you to inform us if you are not happy
- Support your right to complain and disagree with us
- Resolve your complaint quickly and effectively

Complaints could relate to any aspect of the Employability Mentoring project, for example how you have been treated, offence caused, poor handling of your experience or inappropriate behaviour.

How can I make a complaint?

You have the right to make a complaint verbally or in writing (including electronically). If you make a verbal complaint, the EMP Manager will document it and read the complaint back to you to ensure that both parties have understood it accurately. You will then be asked to sign your statement to confirm you agree with it and the EMP Manager will also sign it. This will then be passed to the academic support office.

Support when making a complaint

Making a complaint may not be easy and you might feel you need support or independent advice during the process. In this instance you can contact the academic support office direct and raise your complaint independently of the project, by emailing your complaint to acasupportoffice@dmu.ac.uk.

Making a complaint

If you are not satisfied, you should initially speak to the Employability Mentoring Project manager to try and resolve the problem at a local level. It is often easiest to sort out problems in this manner and the manager will aim to resolve complaints within 28 days.

If your complaint cannot be resolved by the Employability Mentoring Project manager, it will be dealt with in accordance with the De Montfort University complaints procedure and will be handled by senior staff.

We will keep your complaint confidential as far as possible; however, we may need to share your complaint with senior colleagues within Student & Academic Services in order to resolve it. Your complaint will be handled in accordance with the Data Protection Act 1998.

Not sure what to do?

If you are not sure what to do, seek advice from the project manager, Andy Morris, on 0116 207 8979 or at andy.morris@dmu.ac.uk.

If any of the information about the complaints process is unclear, or if you have any queries, please speak to the project manager.