

Mentor complaints procedure

Your right to complain

The Employability Mentoring Project (EMP) strives to achieve the highest standards in all its activities. You have the right to complain if you feel the project is not meeting those standards and you are not satisfied with any part of 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
- Resolve your complaint quickly and effectively

Complaints could relate to any aspect of the EMP, for example the processes involved, your mentee or your general experience.

How can I make a complaint?

You have the right to make a complaint verbally or in writing (including electronically). The project Manager is Andy Morris and can be contacted on 0116 207 8979 or at andy.morris@dmu.ac.uk. If you make a verbal complaint, the project manager should 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 the statement to confirm you agree with it and the project manager will also sign it.

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 **line manager of the project manager**, Phil Curtis on 0116 207 8718 or at phil.curtis@dmu.ac.uk. Complaints about the project manager can also be sent to Phil Curtis.

Making a complaint

If you are not satisfied, you should initially speak to the 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 project manager will aim to resolve complaints within 28 days. If your complaint cannot be resolved by the project manager, it will be dealt with in accordance with the De Montfort University complaints procedure and will be handled by senior staff.

The project manager 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 our Data Protection policy.

Not sure what to do?

Please seek advice from the project manager, on 0116 207 8979 or at mentoring@dmu.ac.uk