



Complaints and Feedback Policy

Last Updated: April 2026

Complaints and Feedback

Purpose of this policy

This policy outlines how MENT4 receives, manages and responds to complaints and feedback. It is designed to ensure that concerns are handled fairly, consistently and respectfully, and that feedback is used to improve our work.

MENT4 welcomes feedback as an opportunity to learn, grow and strengthen the quality of our services.

What is a complaint

A complaint is an expression of dissatisfaction about:

- the quality of service
- the behaviour of staff or mentors
- programme delivery
- communication
- decisions made by MENT4
- any aspect of our work

Complaints may come from young people, families, schools, partners or members of the public.

What is feedback

Feedback includes:

- suggestions for improvement
- positive feedback
- general comments about services
- ideas or observations

Feedback is encouraged and valued.

Our approach

MENT4 aims to:

- take all complaints seriously
- respond in a timely and fair manner
- listen carefully and respectfully
- investigate concerns appropriately
- learn from feedback and improve practice
- communicate clearly throughout the process

Raising a complaint

Complaints can be raised through:

- a member of staff
- a line manager
- a senior leader
- email or formal communication

Where possible, concerns should be raised as soon as they arise.

Informal resolution

Where appropriate, complaints may be resolved informally.

This may include:

- a conversation
- clarification of information
- an apology
- agreement on next steps

Many concerns can be resolved quickly through open communication.

Formal complaints

If a complaint cannot be resolved informally, it may be handled as a formal complaint.

This may involve:

- a written complaint
- an investigation
- gathering information from relevant parties
- reviewing records
- making a decision based on the findings

Responding to complaints

MENT4 will:

- acknowledge the complaint
- review the information
- investigate where necessary
- provide a response
- outline any actions taken

The level of response will depend on the nature of the complaint.

Timescales

MENT4 aims to respond to complaints within a reasonable timeframe. The exact timing may vary depending on the complexity of the issue.

Where delays occur, MENT4 will aim to keep the person informed.

Outcomes

Possible outcomes may include:

- clarification or explanation
- apology
- changes to practice
- further investigation
- disciplinary action where appropriate
- no further action where the complaint is not upheld

Safeguarding concerns

If a complaint involves safeguarding, it must be handled in line with safeguarding procedures.

Safeguarding concerns take priority and may require immediate action.

Confidentiality

Complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to manage the process.

Feedback and learning

MENT4 will use complaints and feedback to:

- identify areas for improvement
- strengthen practice
- improve communication
- develop services

Raising concerns about the complaints process

If someone is not satisfied with how a complaint has been handled, they may raise this with a senior leader or trustee.

Final note

Feedback helps MENT4 grow. Complaints help us improve.

By listening and responding well, we can continue to strengthen the support we provide to young people and communities.

This document has been approved by:

Luke Peters
Executive Director

A handwritten signature in blue ink, appearing to read "Luke Peters".

Helping young people discover what they are MENT4

Tel: 07808 595151

E-mail: luke.peters@ment4.org

