

Charity Mentors Berkshire - Complaints Procedure

In the event of a mentee complaint arising from a mentoring project with a Charity Mentors Berkshire mentor:

The mentee should contact the chair, by email. If the complaint needs to be taken to the next stage, the chair will ask the mentee to describe the exact nature of the complaint in an email or letter. This will then be forwarded to two other members of the trustee board, in addition to the chair. One of these three will take responsibility for communicating with the complainant and with the mentor in question, and if necessary, will organize a meeting with the relevant parties.

In the case of a complaint, it should be noted that Charity Mentors Berkshire has a number of terms and conditions that are communicated to the mentee on the referral form. By embarking on a project, as outlined on this referral form, the mentee is deemed to have accepted these terms and conditions. They are asked to confirm this acceptance when specifying the project with the coordinator. [The referral form contains the phrase *“Participation in a mentoring project will be taken as your acceptance of these terms and conditions.”*].

Charity Mentors Berkshire also contacts the chair of the organisation before the mentoring project takes place to ensure that they support the mentoring project and that they accept that responsibility for decisions made remains, at all times, with the trustees.

[The paragraph in the email reads as follows:

“We do hope that you will be supportive of the idea of us working with potential mentees [name]. However, before working with him/her, we ask that you reply to this email to confirm that this is the case and you accept that responsibility for decisions made remains, at all times, with the trustees. Neither an individual mentor nor Charity Mentors Berkshire can take any responsibility for decisions made, whether on the basis of advice given or not. We do ask that our mentees share the outcomes of their mentoring with the trustees and we would hope that this would, in any case, be a natural outcome in a functioning organisation with collective responsibility for decision making.

We are looking forward to working with potential mentees [name], and ask that you acknowledge agreement and acceptance of our limited liability by replying to this email.”]

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