



Complaints Policy

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Complaints Policy

1. Introduction

Project Reset is committed to providing high-quality mentoring and tutoring support. We value feedback and take all complaints seriously, using them as an opportunity to improve our services.

This policy outlines how concerns and complaints can be raised and how they will be managed fairly, consistently, and promptly.

2. What is a Complaint?

A concern is an expression of worry or dissatisfaction that can often be resolved quickly through discussion. A complaint is a concern that has not been resolved or requires a formal investigation.

A complaint is any expression of dissatisfaction about:

- The quality of provision or support
- The conduct of a tutor, mentor, or representative
- Communication or service delivery
- Safeguarding or welfare concerns (see note below)

Important

Safeguarding concerns will always be treated as a priority and managed in line with our Safeguarding Policy.

3. Principles

We aim to ensure that all complaints are:

- Taken seriously and treated respectfully
- Handled promptly and fairly
- Investigated thoroughly
- Resolved wherever possible
- Used to improve our practice



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4. How to Make a Complaint

Complaints can be made by:

- Parents/carers
- Young people
- Schools or referring organisations
- Tutors, mentors, or professionals

Where appropriate, Project RESET will work collaboratively with referring schools, local authorities and other commissioning organisations when investigating complaints relating to commissioned provision. Support will be provided where a complainant requires assistance due to language, literacy, disability or communication needs.

Contact Details

Complaints should be submitted via email to:
safeguarding@projectresetap.co.uk

Please include:

- Your name and contact details
- Details of the complaint
- Any relevant dates, times, or evidence

Anonymous complaints will be considered where sufficient information is provided to allow an investigation. However, anonymity may limit Project RESET's ability to fully investigate and respond.

5. Complaints Leads

The designated Complaints Leads for Project Reset are:

- **Matthew Pretty**



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- **Keisha Pretty**

They are responsible for overseeing the complaints process, ensuring that all concerns are handled fairly, consistently, and in line with this policy.

Where a complaint relates directly to a Complaints Lead, or where there is a perceived conflict of interest, Project RESET may appoint an independent person to review the complaint and provide recommendations.

6. Complaints Procedure

Stage 1 – Informal Resolution

Where appropriate, concerns should first be raised informally with Project Reset. We will aim to resolve the issue quickly and collaboratively.

Timescale: Response within **3 working days**

Stage 2 – Formal Complaint

If the issue is not resolved informally, a formal complaint can be submitted in writing.

We will:

- Acknowledge receipt within **3 working days**
- Investigate the complaint thoroughly
- Provide a written response outlining findings and any actions

Timescale: Full response within **10 working days**

Stage 3 – Review / Escalation

If you are not satisfied with the outcome, you may request a review.

- Where appropriate, the review may be undertaken by an independent person not previously involved in the complaint.
- A final decision will be provided in writing



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Timescale: Response within **10 working days**

7. Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared where necessary to investigate and resolve the issue.

8. Safeguarding Concerns

If a complaint relates to the safety or welfare of a child or young person:

- It will be treated as a safeguarding concern
- It may be referred to appropriate external agencies
- It will be prioritised and acted upon immediately

Concerns raised by staff regarding unsafe practice, safeguarding failures or professional conduct may be managed through the Whistleblowing Policy where appropriate.

Allegations or low-level concerns relating to staff, volunteers or contractors will be managed in accordance with Project RESET's Safeguarding Policy and staff conduct procedures.

9. Record Keeping

Records will include:

- Date received
- Nature of complaint
- Investigation undertaken
- Outcome
- Actions taken
- Date closed

These records will be stored securely in line with our data protection procedures.

Trends and themes arising from complaints will be reviewed periodically to identify opportunities for service improvement and staff development.



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10. Vexatious or Malicious Complaints

Project Reset reserves the right to manage complaints that are:

- Repeated without new evidence
- Intentionally misleading or malicious

However, all concerns will be considered carefully before any such decision is made.

11. Monitoring and Review

This policy will be reviewed regularly to ensure it remains effective and in line with best practice.