

THE PEOPLE MENTOR

Complaints Policy and Procedure

Last updated: May 2026

1. Our Aim

At The People Mentor, we are committed to delivering a high standard of service to every client and delegate. We take complaints seriously and treat every concern as an opportunity to listen, learn, and improve.

This policy sets out how you can raise a complaint, how we will handle it, and what you can expect from us at every stage. We aim to resolve all complaints fairly, consistently, and without unnecessary delay.

2. Responsibilities

All complaints received by The People Mentor are the responsibility of Nicola Richardson, Founder. Nicola will oversee the handling of every complaint to ensure it is dealt with fairly and in line with this policy.

Where a complaint relates to a third-party facilitator or associate working on behalf of The People Mentor, Nicola will coordinate the investigation and remain the point of contact throughout.

3. How to Make a Complaint

We ask that all complaints be submitted in writing so that we have a clear and accurate record of what has been raised. You can contact us by:

- Email: hello@thepeoplementor.co.uk
- Post: The People Mentor, 43 Prince William Drive, Butterwick, Boston, Lincolnshire PE22 0JG

Please use the subject line Complaint and include the following information:

- Your full name and contact details
- The date or approximate date of the issue
- A clear description of your complaint
- Any relevant supporting information or documentation

If you are unsure how to set out your complaint or would like to talk it through first, please email us and we will help you. We want to make this process as straightforward as possible.

4. Response Times

We are committed to the following timescales:

- Acknowledgement of your complaint: within 2 working days of receipt
- Full written response: within 10 working days of receipt

If your complaint is complex and requires more time to investigate thoroughly, we will contact you within the 10-day period to explain the reason for the delay and provide a revised timescale.

5. Our Complaints Procedure

All complaints are handled in four stages:

Stage 1: Acknowledgement - We will confirm receipt of your complaint in writing and let you know who is handling it.

Stage 2: Investigation - We will review all relevant information. We may contact you to ask for further details or clarification.

Stage 3: Response - We will write to you with our findings, an explanation of our decision, and any action we propose to take.

Stage 4: Resolution - We will confirm the outcome and any next steps. Where appropriate, we will outline what changes we are making as a result of your complaint.

6. If You Are Not Satisfied: Appeals

If you are not satisfied with our response, you have the right to appeal. Please let us know in writing within 14 days of receiving our decision, setting out clearly why you feel the outcome was not appropriate.

Your appeal will be reviewed carefully, and we will provide a final written response within 10 working days. This final response represents the conclusion of our internal complaints process.

If you remain dissatisfied following our final response and your complaint relates to a CPD-accredited programme, you may refer the matter to the CPD Standards Office. Details can be found at www.cpdstandards.com.

7. Monitoring and Continuous Improvement

We record and review all complaints received by The People Mentor. This information is used to identify patterns, address recurring issues, and inform the ongoing development of our programmes and services.

Our complaints data is reviewed at least annually as part of our commitment to continuous improvement.

8. Equity and Diversity

The People Mentor is committed to treating every client and delegate with fairness, dignity, and respect. All complaints will be handled consistently, without discrimination on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, pregnancy or maternity, or any other protected characteristic.

If you feel that your complaint has not been handled in line with this commitment, please raise this as part of your complaint or appeal.

9. Confidentiality and Communication

All complaints are handled in strict confidence. Information relating to your complaint will only be shared with those directly involved in investigating and resolving the matter. All handling of personal data will be in accordance with our Privacy Policy and applicable data protection legislation.

10. Contact Details

To make a complaint, or if you have any questions about this policy, please contact:

Nicola Richardson

Founder, The People Mentor

Email: hello@thepeoplementor.co.uk

Website: www.thepeoplementor.co.uk

This policy was last reviewed in May 2026. The People Mentor reserves the right to update this policy at any time. The current version will always be published on our website.