



Complaints Policy

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

- “Business Day”** means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business;
- “Complaint”** means a complaint about Lighthouse Mentoring’s services and/or about Lighthouse Mentoring’s employees / subcontractors / support workers
- “Complaints Policy”** means this document;
- “Complaints Procedure”** means Lighthouse Mentoring’s internal Complaints Handling Procedure which is followed when handling a Complaint and is available from <https://lighthousementoring.co.uk>
- “Complaint Reference”** means a unique number assigned to your Complaint that will be used to track your Complaint;
- “External Resolution”** means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome.

2. Purpose of this Complaints Policy

- 2.1 Lighthouse Mentoring welcome and encourage feedback of all kinds from customers. If you have a Complaint about Lighthouse Mentoring’s services and/or about Lighthouse Mentoring’s employees / subcontractors / support workers, not only do we want to resolve it to your satisfaction Lighthouse Mentoring also want to learn from it in order to improve Lighthouse Mentoring business and customer experience in the future.
- 2.2 It is Lighthouse Mentoring’s policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:



- 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about Lighthouse Mentoring's services and/or about Lighthouse Mentoring's employees / subcontractors / support workers;
- 2.2.2 To ensure that everyone working for or with Lighthouse knows how to handle Complaints made by our customers;
- 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
- 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to Lighthouse Mentoring's services and/or about Lighthouse Mentoring's employees / subcontractors / support workers provision of service.
- 3.2 For the purposes of this Complaints Policy, any reference to Lighthouse Mentoring also includes Lighthouse Mentoring's employees / subcontractors / support workers.
- 3.3 Complaints may relate to any of Lighthouse Mentoring's activities and may include (but not be limited to):
 - 3.3.1 The quality of customer service you have received from Lighthouse Mentoring
 - 3.3.2 The behaviour and/or professional competence of Lighthouse Mentoring and Lighthouse Mentoring's employees / subcontractors / support workers.
 - 3.3.3 Delays, defects, poor workmanship or other problems associated with the provision of services;
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person [Craig Fearn] addressed accordingly:
 - 3.4.1 General questions about Lighthouse Mentoring's services
 - 3.4.2 Matters concerning contractual or other legal disputes;
 - 3.4.3 Formal requests for the disclosure of information, for example, under the Data Protection Act;



4. Making a Complaint

- 4.1 All Complaints, whether they involve Lighthouse Mentoring's services and/or Lighthouse Mentoring's employees / subcontractors / support workers should be made in one of the following ways:
 - 4.1.1 In writing, addressed to Craig Fearn, Lighthouse Mentoring, Tremough Innovation Centre, Penryn, TR10 9TA
 - 4.1.2 By email. Addressed to Craig Fearn at craig.fearn@lighthousementoring.co.uk
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (Lighthouse Mentoring will contact you using your preferred contact method as your Complaint is handled);
 - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
 - 4.2.3 If you are making a Complaint about a particular employee / subcontractor / support worker of Lighthouse Mentoring, the name and, where appropriate, position of that employee / subcontractor / support worker.
 - 4.2.4 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
 - 4.2.5 Details of any documents or other evidence you wish to rely on in support of your Complaint;
 - 4.2.6 Details of what you would like Lighthouse Mentoring to do to resolve your Complaint and to put things right. (Please note that whilst Lighthouse Mentoring will make every reasonable effort to accommodate such requests, Lighthouse Mentoring are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

5. How Lighthouse Mentoring Handle Your Complaint

- 5.1 Following Lighthouse Mentoring's Complaints Procedure, Lighthouse Mentoring's aim is to always resolve complaints to your satisfaction without further recourse to External Resolution. If you are not satisfied with the resolution of your Complaint, you may refer to External Resolution as detailed below.
- 5.2 Upon receipt of your Complaint, Lighthouse Mentoring will log the Complaint in our Complaint Log and will acknowledge receipt of it in writing within 5



business days giving you a Complaint Reference.

- 5.3 When Lighthouse Mentoring acknowledge receipt of your Lighthouse Mentoring will also inform you of who is to handle your Complaint, Craig Fearn.
- 5.4 If your Complaint relates to a specific employee / subcontractor / support worker. that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee / subcontractor / support worker in question should take place only through Craig Fearn and Lighthouse Mentoring respectfully ask that you do not contact the employee / subcontractor / support worker.in question directly concerning the Complaint while Lighthouse Mentoring works to resolve it.
- 5.5 If Lighthouse Mentoring require any further information or evidence from you, Lighthouse Mentoring will contact you as quickly as is reasonably possible to ask for it. Lighthouse Mentoring ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence Lighthouse Mentoring will use all reasonable efforts to proceed without it, however please be aware that Lighthouse Mentoring will not ask for further information or evidence unless Lighthouse Mentoring consider it important to the successful resolution of your Complaint.
- 5.6 Lighthouse Mentoring aim to resolve Complaints within 5 Business Days however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.7 At the conclusion of the complaints procedure, regardless of the outcome, Lighthouse Mentoring will provide you with full details of Lighthouse Mentoring's investigation, Lighthouse Mentoring's conclusions from that investigation, and any action taken as a result. Lighthouse Mentoring's decision at this stage is final, subject to your right to seek External Resolution of your Complaint.
- 5.8 As Lighthouse Mentoring is regulated by DSA QAG you, as our customer, have the right to seek External Resolution of your Complaint from that organisation if you are not satisfied with the outcome.
- 5.9 If you are not satisfied with the resolution of your Complaint you may seek External Resolution of your. DSA QAG handles any and all such referrals in accordance with its own policies and procedures. The appropriate representative(s) of GSA QAG may require contact with Lighthouse Mentoring and/or employees / subcontractors / support workers of Lighthouse Mentoring and may require access to documents and information pertaining to a Complaint in the event that a Customer refers their Complaint for External Resolution <https://www.dsa-qag.org.uk/>



6 Confidentiality and Data Protection

- 6.6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with employees / subcontractors / support workers who need to know in order to handle your Complaint.
- 6.6.2 Lighthouse Mentoring may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting Craig Fearn craig.fearn@lighthousementoring.co.uk
- 6.6.3 All personal information that Lighthouse Mentoring may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

7 Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about Lighthouse Mentoring's Complaints Procedure, please contact Craig Fearn at craig.fearn@lighthousementoring.co.uk by post at Tremough Innovation Centre, Penryn, TR10 9TA or by telephone on 07593 551341

8 Policy Responsibility and Review

- 8.6.1 Overall responsibility for this Complaints Policy and the implementation thereof lies with Craig Fearn
- 8.6.2 This Complaints Policy is regularly reviewed and updated as required.
- 8.6.3 This Complaints Policy was adopted on 27/09/2018
- 8.6.4 This Complaints Policy was last reviewed on 27/09/2018