

## Professional Mentoring Complaints Policy

The Professional Mentoring team acknowledges the time and effort required by both mentors and mentees in enjoying a fruitful and productive partnership. The team facilitates the establishment of these relationships and operates an open door policy for all students. In most cases, we expect and aim to resolve problems at an early opportunity and in the simplest way which is usually by encouraging a dialogue between mentee and mentor. This a step by step guideline in the instance that you want to raise a complaint with the team.

- **Stage 1: Raising a concern with the team**

Given that the purpose of the mentoring scheme is developmental, open communication with your mentee about the issues and challenges that you may be facing with them is the primary action you should take. The Professional Mentoring team and your relationship manager in particular are on hand to consult you on the best way to approach any difficult conversations that you would like to have with your mentee. In most cases, achieving an informal resolution is the desired outcome but we recommend that you keep your own record of the key events, times and the informal steps you have taken to resolve it.

- **Stage 2: Local Level Resolution: Submitting a complaint to the team**

All mentors are expected to adhere to the Mentor Code of conduct but also please familiarise yourself with the Mentee Code of conduct. Official complaints against a mentee will be considered in the instance that they are in breach of the Mentee Code of conduct that they should be held accountable to.

In that case, please submit a written complaint to [professionalmentoring@city.ac.uk](mailto:professionalmentoring@city.ac.uk) marking it as Confidential. The complaint will be investigated and a member of the team will then be in touch to assess the situation further.

In the absence of a very serious cause for concern, solutions will be provided and formal recommendations presented to both you and your mentee.

- **Requesting a review of your complaint**

In the instance that you are not satisfied with the outcomes of stage 2 you have the right to request to a review of your complaint with the Head of the Student Development team.

If you are not satisfied with the outcome of the involvement of the Student Development head then, you are able to request a review of the complaint investigation. You should note that there are limited grounds on which a review can be requested.

You must make the request within 21 days of the written outcome of the Stage 2 complaint investigation. You should send your request to Student & Academic Services (via [ace@city.ac.uk](mailto:ace@city.ac.uk)).