

Complaints procedure

Trustee statement:

City Disabilities is committed to maintaining high standards across all aspects of our work.

The work we do for professionals and final year students with disabilities is limited to the provision of a free mentoring service. We always do our best to find a mentor for anyone who requests one. However, on some occasions, we find that we are unable to help, usually because we cannot find a suitable volunteer mentor. Whilst we are always disappointed when this happens, it is a possible outcome given that we rely entirely on volunteers to act as mentors.

Our activities are currently limited to mentees working in London.

The Trustees recognise that, despite our best efforts, processes and training, there is always the possibility that we may, on occasion, fail to meet the high standards that we set for all our activities. If that occurs, we deal with any arising complaints in accordance with this procedure.

What to do if you have a complaint

We view legitimate complaints positively; they are one of the ways we can keep improving our service, standards and the quality of everything that we do.

If there is anything to do with City Disabilities about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn’t happen again.

In the absence of receiving a formal complaint, City Disabilities will nonetheless treat certain communications as a complaint and deal with them according to these procedures. City Disabilities defines a complaint as: “an expression of dissatisfaction about the standards of service provided by the charity, which a mentee or potential mentee claims has affected them.”

How to contact us

In the first instance, a complaint will be dealt with by Liz Dawes, our Trust Officer. Often the easiest way for you to register a complaint, and for us to resolve it, is by phone. Simply call Liz on 07703 276 339. Alternatively, you can email us at [info@citydisabilities.org.uk](mailto:info@citydisabilities.org.uk). If you would prefer to speak to someone other than Liz Dawes in the first instance, please send an email and let us know.

What we will do on receiving your complaint

* We’ll listen, record your complaint and advise you on how it will be handled.
* We’ll investigate whenever necessary. If the complaint involves a member of staff or mentor, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
* We’ll take action to resolve the problem and tell you what that action is.
* We’ll take steps to avoid a repeat occurrence.
* We will log your complaint on our complaints register, and regularly review the outcome of complaints to ensure that we learn and improve.

At all times we will treat you with understanding and respect. Confidential information in relation to your complaint will be handled sensitively. We are not able to respond to anonymous complaints.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can. You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time. Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What constitutes a legitimate complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of the services provided by City Disabilities or its mentors.

What if our response does not satisfy you?

If you are not happy with how the complaint has been dealt with, please tell Liz Dawes as soon as you can, and she will raise the matter with the Trustees. They will then conduct an independent review of the issues and revert to you as soon as possible.

Ultimately, you have recourse to the online complaint form at the Charity Commission [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk/)