

COMPLAINTS PROCEDURE

All Rounder Project

Last updated: June 2026

1. OUR COMMITMENT

At **All Rounder Project**, we are committed to delivering high-quality, trauma-informed mentoring services.

We take all feedback seriously and see complaints as an opportunity to:

- Improve our services
- Address concerns fairly
- Maintain trust and accountability
- Ensure high professional standards

We aim to resolve all complaints promptly, fairly, and respectfully.

2. WHO CAN MAKE A COMPLAINT

A complaint can be made by:

- Schools and education providers
 - Local authorities
 - Social workers and professionals
 - Parents or carers
 - Young people (where appropriate and supported)
 - Partner organisations
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3. HOW TO MAKE A COMPLAINT

Complaints should be made in writing wherever possible.

You can contact us via:

Email: info@allrounderproject.co.uk

website : www.allrounderproject.co.uk

Mob: 07379449152

Please include:

- Your name and contact details
- Details of the concern or issue
- Names of staff involved (if known)
- Dates and relevant information

If you need support making a complaint, we can assist.

4. STAGE 1 – INFORMAL RESOLUTION

We encourage concerns to be raised informally first where appropriate.

At this stage we will:

- Acknowledge your concern
- Aim to resolve the issue quickly and fairly
- Communicate directly with relevant staff or partners
- Provide a response within **5 working days** where possible

Many issues can be resolved at this stage.

5. STAGE 2 – FORMAL COMPLAINT

If the issue is not resolved informally, you can request a formal investigation.

At this stage:

- The complaint will be reviewed by a senior member of staff
- A full investigation will be carried out
- Relevant staff may be interviewed
- Records and case notes may be reviewed

We aim to provide a written response within **10–15 working days**.

This will include:

- Findings of the investigation
 - Any actions taken
 - Recommendations for improvement (if applicable)
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6. STAGE 3 – ESCALATION

If you are not satisfied with the outcome of the formal complaint, you may request escalation.

The complaint will be reviewed by a senior leadership member not previously involved in the case.

A final written response will be provided.

7. SAFEGUARDING-RELATED COMPLAINTS

If a complaint involves safeguarding concerns, it will be:

- Treated as urgent
- Referred immediately to the Designated Safeguarding Lead (DSL)
- Shared with relevant safeguarding authorities if required

Safeguarding concerns will always take priority over standard complaint procedures.

8. YOUNG PEOPLE'S COMPLAINTS

We are committed to ensuring young people can express concerns safely.

Where appropriate:

- Young people can raise concerns directly with their mentor
 - A trusted adult may support them in making a complaint
 - Concerns will be handled sensitively and appropriately
 - Safeguarding concerns will always be acted on immediately
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9. CONFIDENTIALITY

All complaints are handled confidentially.

Information will only be shared with:

- Relevant staff involved in the investigation
 - Senior management
 - Safeguarding authorities (if necessary)
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10. RECORD KEEPING

We keep a record of:

- All formal complaints
- Investigation outcomes
- Actions taken
- Lessons learned

These records are stored securely and in line with data protection requirements.

11. MONITORING AND IMPROVEMENT

We use complaints to improve our services by:

- Identifying patterns or recurring issues
 - Improving staff training and practice
 - Enhancing service delivery
 - Strengthening safeguarding and quality assurance
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12. CONTACT DETAILS

All Rounder Project

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