



MENTEE COMPLAINTS PROCEDURE

Approved by: Dan Clark, Leo Worsdale

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This policy and procedure is designed to be easily understood by all mentees. Our goal is to ensure every mentee feels heard, respected, and empowered to express their concerns in a safe and supportive environment.

What is a Complaint?

A complaint is when you are unhappy or worried about something. It's okay to feel this way and it's brave to tell someone. Some examples of when you might want to make a complaint are:

- You don't like how your mentor is talking to you or treating you.
- Something about your mentor is making you feel sad, angry, or worried.
- Something about the sessions is making you feel sad, angry, or worried, and you don't feel comfortable talking to your mentor about it.
- Someone in your MindJam Group Session or on a MindJam server (such as Minecraft) is being mean or unkind.

How to Make a Complaint

If you have a problem, here are the different ways you can tell us about it. You can choose the way that feels best for you:

- You can tell your parent, guardian, or another trusted adult at home. You can also tell your mentor during your sessions. They can help you tell us what is wrong.
- You can send a message to us through our website - www.mindjam.org.uk/contact - or by emailing us at hello@mindjam.org.uk. Let us know your name and who your mentor is if you can, and then you can use words and emojis to show us how you feel.
- If you find it easier to show us your feelings with a picture, you can draw what happened and ask a parent or guardian to send a photo of it to us.

What Happens After You Complain?

We promise to take your complaint seriously and listen carefully. Here is what we will do:

1. First, we will thank you for your courage and telling us about your problem. We will let you know we have received your complaint.
2. An adult from our team, like our Head Mentor, will read your message, look at your picture, or talk to your parent or guardian about what you have told us.
3. We will try to understand what happened and work with you and your parent or guardian to find a solution. We will do our best to fix the problem as quickly as we can.
4. We will let you know what we have done to make things better. We will do this in a way that can be understood, like with a simple message or a call to your parent or guardian.

Who Can Help You?

Our Head Mentor is the main person who will handle your complaint. Their name is Leo Worsdale and you can contact them at hello@mindjam.org.uk.

Remember, it is important that everyone feels happy and safe in our online community. Your voice matters, and we are here to listen and help.