



# **Complaints Procedure**

## 01/ The Scope

### When to Use This Procedure

Mentoring partnerships are built on trust and open communication. Throughout your time together, mentors and mentees are encouraged to regularly check in to make sure the relationship is working well. If challenges arise and can't be resolved informally, you can raise your concern with the **Activate Mentoring Programme Coordinator**.

This complaints procedure is here to support you if:

- You're unhappy with the training or support provided
- You have concerns about the wider development activities offered through the programme
- You're experiencing issues within your mentoring partnership (unless the concern involves serious matters listed below)
- You have feedback or concerns about how the programme is being run

### What This Procedure Does Not Cover

This process does not apply to concerns where an Activate mentee or mentor wishes to raise concern or a complaint which relates to :

- Safeguarding
- Bullying or harassment
- Sexual violence, harassment, or misconduct
- Racial discrimination or harassment
- Any issue covered by the Equality Act 2010

If your concern relates to any of the above, please speak confidentially with the **Head of Strategy and Operations (Early Career Researcher Institute)**. They will guide you to the appropriate College procedure.

If there is a significant and immediate risk to someone's safety, confidentiality will be broken to ensure appropriate support and protection.

Depending on the situation, the following College procedures may apply:

- Student Complaints Procedure (Ordinance E3)
- Student Disciplinary Procedures (Ordinance E2)
- Staff Ordinances

If alumni are involved, advice will be sought from the Director of Advancement



## 02/ The Principles

### Principles of the Complaints Procedure

The Activate Mentoring Programme is committed to creating a safe, fair, and inclusive environment for everyone involved. These principles guide how complaints are handled:

**1. No Penalty for Raising a Concern:** The College's position is that no student or member of staff should be discriminated against or in any way penalised for raising a complaint and the same principle applies to this procedure.

**2. Accessibility and Adjustments :**Where an Activate mentee or mentor believes that they should receive reasonable adjustments to this procedure on the grounds of disability, this should be clearly stated in their submission, including the reasons for requesting the adjustment and suggestions of what this may mean in practice i.e. extended deadlines.

**3. Timely and Positive Resolution:** Every effort will be made to ensure complaints and concerns raised through this procedure are handled quickly and efficiently with a view to seeking a positive outcome for all concerned.

**4. Confidentiality and Safety:** All complaints will be handled in confidence unless there is a significant and immediate risk to the health and safety of the mentee, mentor or of others. Where this is the case, the complainant will be informed that confidentiality will be broken.

## **03/ The Process**

The Activate Mentoring Programme uses a Stage One: Local Resolution approach. This means that concerns are addressed informally and directly wherever possible.

### **Step 1: Raising a Concern**

If you're a mentor or mentee and wish to make a complaint, you should contact:

Chris Harris: Head of Strategy and Operations (Early Career Researcher Institute) [c.harris@imperial.ac.uk](mailto:c.harris@imperial.ac.uk)

It's recommended that you raise your concern within 15 days of becoming aware of the issue.

### **Step 2: Receiving a Response**

Chris Harris, The Head of Strategy and Operations (Early Career Researcher Institute) will consider your complaint and aim to provide a written response (via email) within 10 working days.

Where appropriate, the response will also be shared with [student.complaints@imperial.ac.uk](mailto:student.complaints@imperial.ac.uk) to ensure a record is kept.

### **Step 3: What the Response Will Include**

The response will report:

- Outline how the issue has been considered, or provide information on how it will be addressed
- Where relevant, inform the mentee or mentor of the next steps and the expected timeframes for those actions
- Provide details on how the mentee or mentor can escalate the complaint within the College if they are dissatisfied with the outcome

## **04/ Raising a Complaint with the College**

If a mentee or mentor remains dissatisfied with the outcome of the Activate Mentoring Programme Complaints Procedure, they may escalate their concern through one of the College's formal procedures.

As part of the written response to the Stage One: Local Resolution process, the Head of Strategy and Operations (Early Career Researcher Institute) will provide guidance on which College procedure is most appropriate for the concern raised.



## 05/ Support Available

**For Activate mentees** wishing to make a complaint are advised to seek support from the [Imperial College Union Advice Centre](#). Activate mentees can also seek support from their Departmental Senior Tutor and/or the Faculty Senior Tutors.

**For Activate mentors (who are PhD students)** wishing to make a complaint are advised to seek support from the [Imperial College Union Advice Centre](#). Activate mentees can also seek support from their Departmental Senior Tutor and/or the Faculty Senior Tutors.

**Additional Support:** Activate mentees and mentors are also reminded that the [Report and Support tool](#), allows students to disclose unwelcome behaviours such as bullying, harassment, sexual violence, sexual harassment, sexual misconduct, racial discrimination and more. Reports can be made anonymously through this tool.

# IMPERIAL

Early Career  
Researcher Institute

**For any enquiries contact:**

**[activate.mentoring@imperial.ac.uk](mailto:activate.mentoring@imperial.ac.uk)**