



## Complaints Procedure

Pathfinders is an accredited member of the International Association for Professional Coaching & Mentoring and is committed to having a positive attitude to complaints, recognising that it contributes to the improvement of the service you receive.

If you are unhappy with the service it is important that you feel able to address this with us. Any complaint will be listened to, and taken seriously, and will be resolved promptly and fairly.

In the event of a complaint, Pathfinders will aim to provide means of redress for any client who feels they have not received the service according to the agreed contract, or within the boundaries of the *Code of Professional Conduct* for the International Association for Professional Coaching and Mentoring accredited members.

### **Making a Complaint**

#### **Q. When should I complain?**

A. If you have a complaint, you should raise it within six months of the event which has given rise to the complaint or within six months of becoming aware that there was cause for complaint.

#### **Q. How do I complain?**

A. Complaints can be made formally in writing or informally through discussion.

#### **Q. Who do I complain to?**

A. In the first instance, your complaint must be registered with us as your service provider.

### **Informal stage**

Pathfinders aims to be able to deal with the majority of concerns or complaints informally through negotiation.

If you feel that your complaint has not been resolved through the informal stage, or warrants a formal investigation, you will need to make a formal complaint.

## **Making a Formal Complaint**

- A formal complaint must be made in writing and be clearly identified as a formal complaint.
- All formal complaints should be addressed to the appropriate person and sent to [jeremy@pathfindersABC.co.uk](mailto:jeremy@pathfindersABC.co.uk).
- Once a complaint is received, an acknowledgement will be sent within 7 days. We will carry out an investigation, or, where appropriate, appoint someone else to do so. The outcome of the investigation will be sent to you in writing within 21 days.

If the outcome of a formal investigation is not satisfactory, you can escalate your complaint to the International Association for Professional Coaching & Mentoring.

## **Confidentiality**

All complaints received will be treated in confidence and only shared with the International Association for Professional Coaching & Mentoring in the event of the complaint being escalated to them.