



Complaints Policy and Procedure

1. Purpose

Future Yard CIC is committed to providing a high-quality, inclusive, and welcoming environment. We value feedback and take complaints seriously as an opportunity to improve our services, programmes, and operations. When something goes wrong, and does not meet your expectation, we want you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

2. Policy Statement

This policy and procedure sets out our commitment to handling complaints fairly, consistently, confidentially, and without prejudice. We will ensure that all complaints are taken seriously, investigated promptly, and resolved in an open, honest, and transparent manner.

3. Scope

This policy and procedure applies to all complaints made by customers, participants, artists, partners, and members of the public in relation to our venue, events, services, and programmes.

4. Complaint Definition

A complaint is any expression of dissatisfaction about the standard of service, actions, or lack of action by Future Yard CIC or those acting on its behalf.

This may include (but is not limited to):

- Quality of service or experience
- Behaviour or conduct of staff
- Facilities, events or delivery
- Programme delivery, assessment or support

This procedure does not cover:

- Safeguarding concerns (managed under our Safeguarding Policy)
- Appeals relating to assessment decisions (managed under our Appeals Policy)

5. Whistleblowing



This policy and procedure covers complaints about services, experiences, and conduct. Concerns about serious wrongdoing, such as illegal activity, or breaches of law or policy, should be raised under the organisation's Whistleblowing Policy.

The Whistleblowing Policy provides a separate process for reporting concerns in the public interest and offers additional protections for those raising such concerns.

6. Our Commitment

Future Yard commits to:

- Take all complaints seriously
- Handle complaints fairly, consistently and without bias
- Respond in a timely and transparent way
- Treat all information confidentially
- Use feedback to improve our services and provision

7. How you can make a complaint

Complaints can be made in the following ways:

Email: enquiries@futureyard.org

Post: Future Yard CIC, 75 Argyle Street, Birkenhead, Wirral, CH41 6AB

In person: to a member of staff (you may be asked to confirm details in writing)

To help us investigate your complaint, please provide:

- A clear description of the issue
- Relevant dates and details
- Copies of any supporting information (if available)
- Your contact details (email address or postal address so we can reply)

We encourage complaints to be raised as soon as possible.

8. How we Handle Complaints

Stage 1 – Initial Review

- Your complaint will be reviewed by an appropriate manager.
- We will acknowledge your complaint within 5 working days.



- You will be informed who is handling your complaint.

Where appropriate, we aim to resolve concerns quickly and informally. Staff will listen, take concerns seriously, and seek to resolve issues at the earliest opportunity.

Stage 2 – Formal Investigation

If further investigation is required:

- A full and impartial investigation will be carried out
- We may contact you for additional information
- You will be kept informed of progress

We aim to provide a full written response within 20 working days, including:

- Summary of the complaint
- Findings of the investigation
- Outcome and any actions taken

If more time is needed, we will explain why and agree a revised timeframe.

Stage 3 – Review

If you are not satisfied with the outcome:

- You may request a review within 10 working days
- A senior member of the Executive Management Team, not previously involved, or a Board Member, will review the complaint.
- We will acknowledge your request within 5 working days

A final response will be issued within 20 working days

9. Time limits

Complaints should normally be raised within **12 months** of the issue occurring. We may not be able to investigate complaints raised after this period unless:

- There is a valid reason for the delay, and
- It is still possible to investigate the complaint fairly

10. Anonymous and Vexatious Complaints

Anonymous complaints will be considered where sufficient information is provided to enable a fair investigation. Future Yard may decide not to investigate anonymous complaints where there is insufficient evidence or detail.



Vexatious, malicious, or unreasonable complaints may include repeated complaints about matters already addressed, complaints intended to harass or disrupt, or complaints involving abusive or threatening behaviour. Such complaints will be reviewed by a senior manager, and the organisation may limit further correspondence or decline to reinvestigate issues that have already been fully considered. Any decision will be documented and communicated where possible.

11. Skills Bootcamp Complaints (Funded Provision)

For complaints relating to Skills Bootcamps:

Future Yard CIC delivers Skills Bootcamps funded by the Liverpool City Region Combined Authority (LCRCA). In line with funding requirements:

- Learners and employers must raise complaints with Future Yard in the first instance
- We will investigate complaints fully and fairly
- A clear outcome will be provided following completion of our procedure.

Escalation

If you remain dissatisfied after completing all stages of this procedure, you may escalate your complaint to the Department for Education (DfE)

The DfE considers complaints about post-16 education and training where local resolution has been exhausted. They will review how the complaint has been handled but will not normally reinvestigate the issue.

<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>

<https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure#complain-about-a-skills-bootcamps-course>

12. Confidentiality and Data Protection

All complaints will be handled sensitively and in line with data protection requirements.

Information will only be shared where necessary to investigate and resolve the issue. When carrying out investigations, Future Yard will ensure that personal data is handled in accordance with its data protection policy and any internal privacy notices in force at the relevant time.

Inappropriate access or disclosure of personal data will constitute a data breach and should be reported immediately to the Business's Data Protection Officer in accordance with the



Business's data protection policy. Reported data breaches will be investigated and may lead to sanctions under Future Yard's disciplinary procedure.

13. Protection from Victimisation

Future Yard CIC will not tolerate any form of victimisation against individuals who raise complaints in good faith.

14. Monitoring and Learning

This policy will be reviewed every 12 months to ensure it remains effective and appropriate.

We log and review all complaints to allow us to:

- Identify trends or recurring issues.
- Improve our services, events and training delivery.
- Benchmark our performance measures with organisations as appropriate.
- Inform staff development and organisational learning.

Lessons learnt and root cause analysis will be considered at monthly EMT meetings.

15. Accessibility

This Policy and procedure is available:

- On request
- In alternative formats where needed
- As part of learner induction for Skills Bootcamps

Future Yard CIC is committed to listening, learning, and continuously improving through open and constructive feedback.

Version	Date	Owner /Reviewer	Summary of Changes	Approved by	Review Required By
V1.0	09/07/2026	Cerys Pennington	N/A	People Group	09/07/2027