

Complaints Policy

Version: V1.0

Approval Date: June 2026

Review Date: June 2027

Approved By: Co-Founders

1. Policy Statement

At Coastline Futures, we are committed to providing high-quality services and creating positive experiences for learners, families, staff, volunteers, partners and visitors.

We recognise that, from time to time, concerns or complaints may arise. We welcome feedback as an opportunity to learn, improve and strengthen our services.

We are committed to handling complaints fairly, sensitively, promptly and transparently.

No individual will be treated less favourably because they have raised a concern or complaint in good faith.

2. Scope of this Policy

This policy applies to complaints made by:

- Learners
- Parents and carers
- Staff and volunteers
- Employers and placement providers
- Partner organisations
- Members of the public
- Any individual accessing or interacting with Coastline Futures

This policy does not replace safeguarding procedures. Any safeguarding concerns will be managed in accordance with the Safeguarding Policy & Procedures.

3. What is a Complaint?

A complaint is an expression of dissatisfaction about:

- The quality of a service provided.
- The conduct of a member of staff, volunteer or representative.
- Communication or decision-making.
- Equality, accessibility or inclusion.
- Health and safety matters.
- Any action or omission by Coastline Futures that has caused concern.

4. Informal Resolution

Where possible, concerns should be raised informally in the first instance.

Many issues can be resolved quickly through discussion and clarification.

We encourage individuals to speak with the relevant member of staff or contact Coastline Futures directly so that concerns can be addressed promptly and positively.

5. Formal Complaints Procedure

If a concern cannot be resolved informally, a formal complaint may be made.

Complaints should be submitted:

- In writing by email; or
- By letter; or
- Through another accessible format if required.

Complaints should include:

- Name and contact details
- Details of the complaint
- Relevant dates or events
- Any actions already taken to resolve the matter
- The outcome being sought

6. How We Will Respond

Upon receipt of a complaint, Coastline Futures will:

Stage 1 – Acknowledgement

We will acknowledge receipt of the complaint within **five working days**.

Stage 2 – Investigation

We will investigate the complaint fairly and objectively.

This may include:

- Speaking with those involved
- Reviewing records or documents
- Seeking additional information where necessary

Stage 3 – Outcome

We aim to provide a written response within **20 working days** of receiving the complaint.

Where additional time is required, we will keep the complainant informed of progress and expected timescales.

7. Appeals

If the complainant is dissatisfied with the outcome, they may request a review of the decision.

The review will be considered by a Co - Founder who has not been directly involved in the original investigation.

The outcome of the review will normally be considered final.

8. Complaints Relating to a Co - Founder

Where a complaint relates to a Co – Founder of Coastline Futures, the complaint will be reviewed by the remaining Co – Founder who has not been involved in the matter.

Where appropriate, or where there may be a conflict of interest, Coastline Futures may seek advice or support from an independent adviser, partner organisation or suitably qualified external professional to ensure the complaint is considered fairly, objectively and transparently.

The outcome of any such review will normally be considered final.

9. Confidentiality

Complaints will be handled sensitively and confidentially.

Information will only be shared with individuals who need to know in order to investigate and resolve the complaint.

Records of complaints will be stored securely and managed in accordance with our Privacy Policy and data protection legislation.

10. Vexatious or Malicious Complaints

Coastline Futures recognises the importance of hearing concerns and complaints openly.

However, we reserve the right to limit or cease correspondence where complaints are found to be:

- Vexatious
- Malicious
- Repetitive without new evidence
- Abusive or threatening

Any such decision will be made fairly and proportionately.

11. Complaints Relating to Safeguarding

Complaints that relate to:

- The safety or welfare of a learner
- Allegations against staff or volunteers
- Child protection concerns
- Low-level concerns

will be managed under the Safeguarding Policy & Procedures and associated processes.

Safeguarding concerns should be reported immediately to:

Safeguarding

safeguarding@coastlinefutures.co.uk

12. Accessibility

We are committed to ensuring that everyone can access our complaints process.

Alternative formats and additional support will be provided where required.

Please contact us if you need assistance in making a complaint.

13. Contact Us

Coastline Futures Ltd

General Enquiries

info@coastlinefutures.co.uk

Safeguarding

safeguarding@coastlinefutures.co.uk

Policy Information

Document Title	Complaints Policy
Organisation	Coastline Futures Ltd
Approved By	Board of Co - Founder
Version	V1.0
Approval Date	June 2026
Review Date	June 2027