



Re. Future Complaints Policy

This policy is designed to provide a positive response to complaints and comments, and ensure that Re. Future Collective is open about the improvements that we make as a result of feedback.

Many complaints arise from misunderstandings. It is important to make every effort to ensure stakeholders understand the reasons for decisions made about service delivery. Complaints can often be avoided if there is good, ongoing communication between staff, volunteers, users and other stakeholders.

Re. Future Collective is committed to providing a quality service. One of the ways in which we can continue to improve our service is by listening and responding to the views of our service users, members of the public or others who may want to comment.

Therefore, we aim to ensure that:

1. Making a complaint is easy and we are transparent in our response and within the agreed time frame.
2. We respond in the appropriate way – for example, to offer an explanation where necessary; to apologise where we have got things wrong; and, where relevant and appropriate, to provide information on any action taken.
3. We see complaints as an opportunity to improve and avoid a recurrence.

All complaints will be kept confidential to the parties concerned unless a concern is raised in relation to a safeguarding matter or in relation to serious criminality in which case we reserve the right to escalate the matter to relevant authorities.

Complaints Procedure

How do you make a complaint?

Wherever possible we will try to resolve the complaint informally. The matter will go no further unless the complainant is still dissatisfied, at which point the formal process will begin.

Formal complaints should be made to Re. Future Collective:

- Via e-mail: mail@refuturecollective.co.uk
- Post via recorded delivery to: Perrott's Folly, Waterworks Road, Birmingham, B16 9AL

Complaints need to include 'Formal Complaint' in the letter title/ email subject line to be considered as such.

Complaints regarding individuals, or where a formal follow-up is required, must:

- be in writing
- be from an identified complainant
- include the complainant's name and contact details

We are unable to respond to anonymous complaints or matters for which the organisation is not directly responsible.

What happens next?

We aim where possible to address complaints promptly.

We will acknowledge receipt of complaint in writing within 14 working days from when the complaint is received.

Re. Future will review the complaint to consider whether further investigations need to be carried out and will determine who is appropriate to lead on the complaint.

We may ask for further information from the complainant to enable us to better understand the complaint and answer it more fully.

The timescales for responding will be as follows:

In most cases we aim to provide a full response within 28 working days. However, if this is not possible, we will provide an interim reply explaining what is being done to deal with the complaint and providing a revised timetable.

A full response will be then sent in writing within 28 days.

Actions identified as a result of a complaint should be implemented within a reasonable timetable.

Time limits on making a complaint

Normally complaints should be made within one month of the event.

Appeals Process

As a small organisation your complaint is reviewed at the director level immediately and our response will be final. We are unable to consider appeals.

Matters we cannot consider

1. We have the right to refuse to accept a complaint that is believed to be motivated by racist, sexist, homophobic or other discriminatory attitudes, or where the complaint threatens, or abuses Re. Future Collective staff/volunteers. In these cases, we may consult with the police.
2. We have the right to refuse to accept a complaint that is believed to be vexatious. Re. Future Collective defines a vexatious complaint as being without basis and/or being made with intention to cause worry, upset, distress, annoyance or embarrassment. In such cases, it is the complaint itself which is considered vexatious and is not an assessment of the person making the complaint.
3. We have the right to refuse to accept a complaint that is believed to be part of a pattern of unreasonably persistent complaints. Re. Future Collective defines a persistent complainant as someone who makes repeated or multiple complaints or demands despite all reasonable attempts to resolve the complaint having been made.

The decision as to whether a complaint is vexatious, persistent or motivated by racist, sexist, homophobic or other discriminatory attitudes will be taken by the Board of Directors.

We will cease further communication with a complainant if behaviour continues to be vexatious, intimidating or threatening or puts our staff or the organisation at risk. We may also consider restricting access to our site and services if we have ongoing concerns of risk.