

## Future Frontiers Complaints Procedure

### Aim

Future Frontiers is committed to providing a good quality service and we are always looking at ways we can improve the work that we do. We take complaints very seriously and therefore aim to respond and resolve complaints as quickly and as efficiently as possible.

Complaints should be made within three months of the relevant incident.

Where possible, we will try and resolve your complaint at first contact with us. Where this is not possible and further action is needed to be taken, we will follow the process of stages outlined below. Written records will be made at each stage of the process.

### Confidentiality

Every attempt will be made to ensure that both parties maintain confidentiality during the complaints process. Where there are exceptional circumstances and confidentiality cannot be maintained, this should be explained and recorded.

### Procedure

#### Stage 1

If you would like to make a complaint, in the first instance, please direct your complaint to Hayley Young (Head of Operations) using either of these options:

- Email: [hyoung@futurefrontiers.org.uk](mailto:hyoung@futurefrontiers.org.uk)
- Post: FAO Hayley Young, Head of Operations, Future Frontiers, CAN Mezzanine, 7-14 Great Dover Street, London SE1 4YR

Please include your contact details including your name, phone number and email.

When first receiving a complaint, we will identify the level of seriousness. Where possible, we will start by trying to resolve the complaint informally and you will receive a response within 10 working days.

If the issue cannot be resolved or you are not fully satisfied with the outcome, then the formal complaints procedure will be followed.

#### Stage 2

If the complaint cannot be resolved following Stage 1, then a formal complaint should be made in writing using the email or postal address provided above.

All formal complaints are dealt with by our responsible person: Hayley Young (Head of Operations). In the event of a complaint about our responsible person, the complaint will be passed on to Dominic Baker (CEO).

All formal complaints will be acknowledged in writing within 10 working days of receiving the complaint. They will then go through investigation by one of the above.

You will receive a response based on the outcome of the investigation within one calendar month from the date of acknowledgement. In exceptional circumstances, we may need further time to investigate, in which case we will keep you informed.

### Stage 3

If you are still dissatisfied with the outcome from Stage 2, please inform us with 10 days. Your complaint will then be passed on to our Board of Trustees, along with the relevant records and paperwork. If your complaint relates to fundraising and you are not satisfied, you can make a complaint to the Fundraising Regulator.

Your complaint will be acknowledged in writing within 10 working days and will then be investigated.

You will receive a response within one calendar month from the date of acknowledgement. In exceptional circumstances, we may need further time to investigate, in which case we will keep you informed.