Fair Futures Community Interest Company

Complaints and Compliments Policy

Introduction

Fair Futures aims to provide the highest quality service for all service users, including volunteers. We welcome an opportunity to respond to compliments and concerns. We take all complaints seriously as they provide an opportunity to improve and maintain the high standards we aim to achieve.

Policy Statement

Fair Futures aims to:

- provide a fair complaints and compliments procedure which is clear and easy to use for anyone wishing to make a complaint or provide positive feedback;
- publicise the existence of our procedure so that people know how to contact us to make a complaint or compliment;
- ensure that everyone at Fair Futures knows what to do if a complaint or compliment is received;
- ensure that all complaints are investigated fairly and in a timely way and compliments are shared with those involved;
- ensure that complaints are, wherever possible, resolved and that relationships are repaired; and
- gather information which helps us to improve what we do.

Procedure

Fair Futures welcomes informal feedback at any time. We listen to all comments whether they are complimentary and supportive or are making a complaint about the way that our services are delivered. If you want to compliment us more formally, you can contact us using the details below.

If the service we provide is unsatisfactory, please follow the complaints procedure. This is available to those who access Fair Futures services, including volunteers.

You should register a complaint when you are dissatisfied with any aspect of Fair Futures' services or activities. Complaints or suggestions can be received verbally, by phone, by email or in writing.

You can make your complaint using your preferred method and format of communication. Fair Futures can arrange appropriate support to ensure equal access to this procedure for all.

Contact Fair Futures with your compliment or complaint in one of the following ways:

Write to: Fair Futures, 17 Broad Street, Bury, BL9 0DA
Call us: 07731402276
Email: fairfutures@outlook.com

Fair Futures will acknowledge your complaint or compliment within seven working days of receipt, and, for complaints, we will advise you who will be dealing with the matter and when you can expect a full response.

Confidentiality

Wherever possible, Fair Futures will respect your confidentiality and keep your complaint confidential. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. Similarly, your compliment will only be publicly attributed to you with your permission.

There may, however, be occasions when Fair Futures cannot provide absolute confidentiality. This may for example arise in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances, Fair Future's safeguarding procedures will take precedence over this procedure and any relevant information will be shared with others concerned in the safety and welfare of service users.

All personal information will be handled in line with the Privacy Policy, which meets the requirements of the Data Protection Act of 1998 and the General Data Protection Regulation (GDPR) of 25 May 2018.

Record of Complaints

Fair Futures will keep a record of all complaints for 24 months. This information will not be used for any other purpose. In accordance with data protection law, you may request to view the information being held regarding your complaint and may request that it be put beyond use (although if you do this before the complaint investigation has been resolved, this may render the original complaint void).

The Office of the Regulator of Community Interest Companies (CIC Regulator)

The CIC regulator will consider investigating complaints further if they fall within the Regulator's remit. More information is available here: https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure

Contact details can be found on their website www.gov.uk/cic-regulator

Alternatively, you can write to them at the address below.

CIC Regulator 1st Floor
Companies House Crown Way Cardiff
CF14 3UZ

This policy is to be read in conjunction with the following policies:

- Privacy Policy
- Child Protection and Safeguarding policy
- Safeguarding Vulnerable Adults policy

This policy is reviewed regularly and updated as required

Last review: October 2026