



## Complaints & Concerns Policy Learn Without Limits CIC

Version: v0.1

Last reviewed: January 2026

Next review due: July 2026

### **1. Purpose of This Policy**

Learn Without Limits CIC is committed to handling concerns, complaints, and feedback fairly, respectfully, and transparently.

This policy exists to:

- ensure concerns are addressed appropriately
- protect children, families, volunteers, and the organisation
- prevent public escalation and misunderstanding
- provide a clear, auditable process for raising issues

Concerns should be raised privately and constructively, rather than through public forums or social media.

### **2. What This Policy Covers**

This policy covers:

- concerns about behaviour, boundaries, or conduct
- complaints about how Learn Without Limits CIC operates
- concerns about moderation or organisational decisions
- safeguarding-related concerns

This policy does not cover:

- general disagreements or differences of opinion

- decisions taken in line with published policies
- matters outside the organisation's scope or capacity

### **3. How to Raise a Concern or Complaint**

All concerns and complaints must be raised by email.

Email: [support@learnwithoutlimits.org](mailto:support@learnwithoutlimits.org)

Required subject line:

COMPLAINT – [brief description]

or

CONCERN – [brief description]

Safeguarding concerns must use:

SAFEGUARDING CONCERN – [brief description]

### **4. What to Include**

Please include:

- your name (anonymous complaints are handled with limitations)
- a brief description of the issue
- dates, times, or relevant context
- the outcome you are seeking (if appropriate)

### **5. What Happens Next**

Emails will be logged and reviewed.

We aim to respond within 10 working days, although complex matters may take longer.

### **6. Possible Outcomes**

Outcomes may include:

- clarification or explanation
- informal resolution or guidance
- review of practice or policy
- restriction or removal of roles or access
- escalation under safeguarding procedures

### **7. Safeguarding Concerns**

Safeguarding concerns are handled under the Safeguarding Policy and may be escalated to statutory authorities.

### **8. Anonymous Complaints**

Anonymous complaints may be considered where safeguarding risk is present but may limit investigation.

#### 9. Unreasonable or Vexatious Complaints

We may limit engagement where complaints are repetitive, unfounded, abusive, or threatening.

#### 10. No Retaliation and No Public Escalation

Retaliation is not tolerated.

Concerns should not be pursued publicly while under review.

#### 11. Record Keeping and Confidentiality

Complaints are handled confidentially and stored securely in line with our Privacy & Data Protection Policy.

#### 12. Review

This policy is reviewed regularly and updated as the organisation evolves.