



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

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.