

# External complaints policy

## Overview

We welcome and encourage feedback of all kinds from our customers. If you have a complaint about our services, employees, workers, subcontractors, or customer service, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.

It is our aim to resolve complaints quickly and fairly, where possible, without recourse to formal investigations or external bodies. In particular, the aims of this policy are:

- To provide a clear and fair procedure for any customers who wish to make a complaint about our services, employees, workers, subcontractors, or customer service;
- To ensure that everyone working for or with us knows how to handle complaints made by our customers;
- To ensure that all complaints are handled equally and in a fair and timely fashion;
- To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

## What this policy covers

This policy applies to our provision of services, employees, workers, subcontractors, or customer service.

For the purposes of this policy, any reference to Resource Futures Ltd also includes our employees, workers and subcontractors.

Complaints may relate to any of our services and may include (but not be limited to):

- The quality of customer service you have received from us;
- The behaviour and/or professional competence of employees, workers or subcontractors;
- Delays, defects, poor quality output materials or other problems associated with the provision of services.

The following are not considered to be complaints and should therefore be directed to the appropriate person or our [info@resourcefutures.co.uk](mailto:info@resourcefutures.co.uk) inbox:

- General questions about our services;
- Matters concerning contractual or other legal disputes (please contact the Project Director in the first instance);
- Formal requests for the disclosure of information, for example, under applicable Freedom of Information legislation.

## Making a complaint

If appropriate and regarding the delivery of a project please contact the Project Director via email or phone.

If that is not appropriate, or you would prefer, you can submit a complaint via:

Telephone: 0117 930 4355

Email: [systems@resourcefutures.co.uk](mailto:systems@resourcefutures.co.uk)

Letter:

Resource Futures

Create Centre, B Bond

Smeaton Road

Bristol

BS1 6XN

Include the following in your complaint:

- Full name
- Contact details (phone and email)
- Project name and number
- Relevant dates/times
- Type of service received
- Summary of the issue and why the service was unsatisfactory
- Details of what you would like us to do to resolve your complaint and to put things right. Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually, or otherwise legally, obliged to take.

## What to expect

If your complaint relates to a specific employee, worker or subcontractor, that person will be informed of your complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, worker or subcontractor in question should take place only through the person handling your complaint. We respectfully ask that you do not contact the employee, worker or subcontractor in question directly concerning the complaint while we are working to resolve it.

If we require any further information or evidence from you we will contact you as quickly as is reasonably possible, to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it. However please be aware that we will not ask for further information or evidence unless we consider it important for the successful resolution of your Complaint.

We aim to resolve complaints within 15 working days. However in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek external resolution of your complaint.

## Escalation options

If you're unhappy with the outcome, full details of steps you could take will be provided in the written response. They might include:

- You may contact the Chair of the Board to appeal the decision;
- You may seek legal advice or explore legal remedies;
- You may request that Resource Futures engage in alternative dispute resolution;
- You may seek consumer rights information, which is available via the Citizens Advice Bureau.

## Confidentiality and Data Protection

All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those specific employees, workers or subcontractors, who need to know in order to handle your complaint.

We may ask for your permission to use details of your complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting [HR@resourcefutures.co.uk](mailto:HR@resourcefutures.co.uk).

All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our [privacy policy](#).

## Questions and further information

If you have any questions or require further information about any aspect of this policy or about our complaints procedure, please contact [info@resourcefutures.co.uk](mailto:info@resourcefutures.co.uk).

## Policy responsibility and review

This policy is regularly reviewed and updated as required.

This policy was adopted in April 2026

This policy was last reviewed in April 2026.