



COMPLAINTS POLICY

VERSION 1 | SEPTEMBER 2026

*How to raise a concern or complaint about our services,
programmes or activities, including Kidz Like Us.*

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*Thinking Futures welcomes feedback and
is committed to responding to concerns
and complaints fairly, respectfully and
appropriately.*



Complaints Policy

Version 1 | September 2026

1. Purpose and scope

Thinking Futures aims to provide high-quality, inclusive and professional services. We recognise that there may be occasions when someone is unhappy with an aspect of our service, and we welcome the opportunity to understand concerns and put things right where appropriate.

This policy explains how concerns and complaints about Thinking Futures services, programmes and activities, including Kidz Like Us, can be raised and how they will be handled.

It applies to children and young people, parents and carers, clients, learners and others who use or are directly affected by our services.

No one will be disadvantaged or treated less favourably for raising a concern or complaint in good faith.

2. How to raise a concern or complaint

We encourage concerns to be raised as early as possible so that we have the opportunity to understand what has happened and, where possible, resolve the matter quickly.

Where appropriate, concerns can initially be raised informally by speaking to or contacting Sarah Jones at Thinking Futures. Many concerns can be resolved through an open conversation without the need for a formal complaint.

If you would prefer to make a formal complaint, or if an informal concern has not been resolved, you can contact:

Sarah Jones

Thinking Futures

Email: sarah@thinking-futures.com

Please provide as much information as you reasonably can about the concern, including what happened, when it happened and what you would like us to consider or address. You do not need to use a particular form or format.

Children and young people

Children and young people can raise concerns or complaints themselves. They can speak to a trusted adult working with Thinking Futures, tell a parent or carer, or contact us directly.

A child or young person does not need to use the word “complaint” or put their concern in writing for it to be taken seriously.

Where appropriate, we will help children and young people to explain their concern and will communicate with them in a way that takes account of their age, understanding and communication needs.

3. How we will respond

Thinking Futures will aim to handle concerns and complaints fairly, respectfully and without unnecessary delay.

When we receive a formal complaint, we will normally:

- acknowledge receipt within 5 working days;
- consider the information provided and, where necessary, ask for further information;
- speak to those involved or review relevant records where appropriate;
- consider what action, if any, should be taken; and
- provide a written response explaining the outcome.

We aim to provide a full response within 20 working days of receiving a formal complaint.



Some complaints may take longer to consider, particularly where the matter is complex or information needs to be obtained from other people or organisations. If this happens, we will let you know and provide an update on progress.

Where a complaint is upheld, wholly or in part, we will consider what can reasonably be done to put matters right. This may include an explanation, an apology, corrective action or changes to our practice where appropriate.

Complaints will be considered objectively and those raising concerns will be treated respectfully throughout the process.

4. If you are not satisfied

If you are not satisfied with the outcome of your complaint, you may ask Thinking Futures to review the response.

When requesting a review, it is helpful to explain why you remain dissatisfied and identify any information or aspect of the complaint that you believe has not been fully considered.

We will review the concerns raised and any relevant information and provide a final response.

As Thinking Futures is an independent practice, there may not always be a further internal stage of review. Where an appropriate external complaints, regulatory or professional route is available, we will provide information about this where relevant.

Nothing in this policy affects an individual's legal rights or their right to raise a matter with an appropriate external body.

5. Safeguarding and serious concerns

A concern about the safety or welfare of a child or young person will not be treated solely as a complaint.

Where information received through the complaints process raises a safeguarding concern, Thinking Futures will respond in accordance with the Thinking Futures Safeguarding Policy and relevant safeguarding procedures.

This may include sharing information with appropriate safeguarding professionals, statutory agencies or emergency services where necessary.

If there is an immediate risk of harm or an emergency, appropriate emergency or statutory services should be contacted without waiting for the Thinking Futures complaints process.

Raising a complaint does not prevent a safeguarding concern from being acted upon at the same time.

6. Confidentiality, records and review

Thinking Futures will handle complaints sensitively and will respect the privacy of those involved.

Information relating to a complaint will only be shared with those who need to know in order to understand, investigate or respond to the concern, or where there is a legal, safeguarding or other appropriate reason to share it.

We will keep appropriate records of formal complaints, the action taken and the outcome. Complaint records will be stored securely and managed in accordance with the Thinking Futures Privacy Policy and our data retention arrangements. Information from complaints may be used to identify areas for improvement, review our practices and help improve the quality and safety of Thinking Futures services and programmes.

This Complaints Policy will be reviewed at least annually, or sooner where there are significant changes to our services, procedures or relevant requirements.

Document control

Document: Thinking Futures Complaints Policy

Version: 1

Effective date: 01 September 2026

Policy owner: Sarah Jones, Thinking Futures

Review: At least annually, or sooner where required