



G&T Events Ltd (trading as Future Survival)

Complaints Policy

This is a core policy that forms part of the induction for all staff. It is a requirement that all members of staff have access to this policy and sign to say they have read and understood its contents.

Date written: 2nd June 2025

Date of last update: 2nd June 2025

Date agreed and ratified by: 3rd June 2025, Mr G Broadbent, Director

Date of next full review: 1st June 2026

This policy will be reviewed at least annually and/or following any updates to national and local guidance and procedures.

1. Purpose

Future Survival is committed to providing a high standard of service to all customers, families, and visitors. We recognise that, occasionally, things may go wrong and we welcome the opportunity to put them right. This policy outlines how to raise a complaint and how we will respond.

2. How to Make a Complaint

We aim to resolve complaints quickly, fairly, and confidentially.

Complaints can be made in the following ways:

By Email:

Send your complaint to:

commander@futuresurvival.co.uk

Please include your name, contact details, the date of the incident, and a clear description of your complaint.

By Post:

You can write to us at:

Graham Broadbent

Future Survival

51–53 New Road (1st and 2nd Floor)

Gravesend

DA11 0AD

Please ensure your letter includes your full name, contact information, and any relevant details.

3. What Happens Next

- We will acknowledge your complaint within **5 working days** of receiving it.
- A full investigation will be carried out by a senior member of the team or the Director.
- We aim to provide a formal response within **14 working days**. If a complaint requires more time, we will keep you informed of the progress.
- If appropriate, we will offer an explanation and/or resolution.

4. Escalation

If you are not satisfied with the outcome of your complaint, you may request a review by the Director. This will be the final stage in our internal complaints process.

5. Safeguarding Concerns

Any complaint involving the safety or wellbeing of a child or vulnerable person will be referred immediately to the Designated Safeguarding Lead and handled in accordance with our safeguarding policy.

6. Monitoring and Review

All complaints are recorded and monitored to identify any patterns and improve our services. This policy will be reviewed annually.

Contact Details for Complaints:

Email: commander@futuresurvival.co.uk

Post: Graham Broadbent, Future Survival, 51–53 New Road, 1st and 2nd Floor, Gravesend, DA11 0AD