

HackYourFuture – Complaints Procedure

A clear and fair process for raising and resolving concerns

1. Purpose

HackYourFuture is committed to providing a safe, respectful, and high-quality learning environment. This Complaints Procedure explains how participants can raise concerns or complaints and how these will be handled fairly, confidentially, and transparently.

This procedure applies to all participants and to all HackYourFuture activities, both online and offline.

2. What Is a Complaint?

A complaint is any formal expression of dissatisfaction regarding:

- the delivery or organisation of a Programme;
- the behaviour of participants, mentors, volunteers, staff, or partners;
- compliance with the Code of Conduct or the General Terms and Conditions;
- other matters related to participation in HackYourFuture.

3. How to Submit a Complaint

1. Complaints should be submitted in writing by email.
2. Complaints can be sent to **Lissy van Noort**, using the following email address: complaints@hackyourfuture.net.
3. A complaint should include, where possible:
 - the name of the complainant;
 - a clear description of the issue;
 - relevant dates or circumstances;

- any steps already taken to resolve the issue (if applicable).

4. Handling of Complaints

1. Complaints are handled by a complaints officer engaged by HackYourFuture.
2. Receipt of a complaint is acknowledged within seven (7) days.
3. The complaint is investigated and handled within four (4) weeks.
4. If additional time is required, the complainant will be informed of the reason for the delay and the expected timeframe.

5. Confidentiality

All complaints are handled confidentially. Information is shared only with those directly involved in the handling of the complaint, unless disclosure is required by law.

6. Outcome and Measures

1. The complainant is informed in writing of the outcome of the complaint.
2. If a complaint is upheld, HackYourFuture may take appropriate and proportionate measures. These may include guidance, corrective actions, or other suitable steps.

7. Escalation to an Independent Third Party

1. If the complainant is not satisfied with the outcome of the internal handling, the complaint may be escalated to the independent external third party appointed by HackYourFuture:

Werner Coombe

Chartered Accountant

Being Ready
Email: wernercoombe@gmail.com

2. The independent external third party will review the complaint and issue a decision **within a reasonable timeframe, normally within fourteen (14) days**.
3. The decision of the independent external third party is binding on HackYourFuture and will be implemented **without undue delay, normally within five (5) working days** after the decision has been issued.

8. Registration and Retention

1. Complaints and their handling are recorded by HackYourFuture.
2. Complaint records are retained for a minimum period of two (2) years.

9. Relationship to Other Documents

This Complaints Procedure should be read in conjunction with:

- the General Terms and Conditions;
- the Code of Conduct;
- HackYourFuture's Privacy Policy.

Final Note

HackYourFuture encourages participants to raise concerns as early as possible. Complaints and feedback are regarded as opportunities to improve the quality of our programmes and learning environment.