

SAFE HAVEN COMPLAINTS POLICY

A clear process for raising concerns, sharing feedback, and supporting professional service improvement.

Purpose

Safe Haven aims to provide professional, respectful, and structured accommodation-related support services. Feedback is taken seriously and complaints are responded to fairly, professionally, and appropriately.

Who Can Raise a Complaint

Complaints may be raised by:

- Residents
- Referrers
- Partners
- Agencies
- Stakeholders
- Members of the public

What Can Be Complained About

Complaints may relate to:

- Service quality
- Communication concerns
- Professional conduct
- Accommodation-related concerns
- Partnership working concerns
- Operational issues
- Safeguarding-related concerns

Policy Note

Complaints may relate to service delivery, communication, conduct, safeguarding concerns, or any issue connected to accommodation-related support. Each complaint is handled with respect and recorded through the appropriate internal process.

How to Submit a Complaint

Complaints should include enough detail to help Safe Haven review the concern properly.

Submission Routes

Complaints can be submitted:

- By email
- Through the contact form
- In writing
- Through a professional referrer

Information to Include

Complainants should include:

- Name
- Contact details
- Details of the complaint
- Relevant dates or information

Complaints Process

1 Acknowledgement
Safe Haven aims to acknowledge complaints within a reasonable timeframe.

2 Review
The complaint will be reviewed internally and directed to the appropriate person or process.

3 Investigation
Relevant information may be gathered where appropriate.

4 Response
A response will be issued outlining findings or next steps.

Where further information is required, Safe Haven may contact the complainant or relevant professional partners to clarify details before reaching an outcome.

Safeguarding, Confidentiality & Improvement

Complaints are handled carefully, with safeguarding responsibilities followed where required.

Safeguarding Concerns

If a complaint involves safeguarding concerns or immediate risk, safeguarding procedures and escalation pathways may be followed.

Confidentiality

Complaints will be handled respectfully and confidentially where possible.

Information may be shared where legally required.

or

Information may be shared where safeguarding obligations apply.

Learning & Improvement

Safe Haven values feedback and may use complaints to:

- Improve services
- Improve communication
- Strengthen procedures
- Improve partnership working

Contact

For complaints or concerns, contact Safe Haven directly.