

5. COMPLAINTS POLICY

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

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

What Can Be Complained About

- 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

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

Information to 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
Information may be shared where safeguarding obligations apply

Learning & Improvement

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

Contact

For complaints or concerns, contact Safe Haven directly.

This document is intended for residents, referrers, partners, agencies, stakeholders, and members of the public who wish to raise concerns about Safe Haven services.