

Complaints Policy and Procedure

SAFE aims to provide a high quality service and we are committed to continuously improving your experience with us. If you are feeling dissatisfied with our service, we will do our best to resolve complaints through our procedure below and make the necessary improvements.

All complaints are treated seriously and fairly and we aim to resolve any complaint as quickly as possible.

How to make a complaint

Where possible, complaints can be resolved informally. In the first instance, please contact SAFE Foundation and if you feel able to, speak with the individual concerned, email contactus@wearesafe.org.uk or call 03030 300 112 to speak with their manager. We will do our best to resolve the matter but if you are not satisfied with the solution, you can pursue a formal complaint through SAFE's two stage complaints procedure.

Formal complaint stage 1:

Please send your complaint in writing addressed to:

Emma Morris, Chief Executive Officer
SAFE Foundation
1 Alba Court
Emperor Way
Exeter
EX1 3QS

Phone number: 03030 300 112

Email: contactus@wearesafe.org.uk

In order for us to understand and investigate your complaint fully, please provide as much detail as possible including any supporting documents.

How long will it take to respond?

We will acknowledge receipt of complaints within **5 working days**.

We endeavour to respond fully within **10 working days**.

If further investigation is required, we will contact you to inform you of any delay and request further information with the aim to respond within **20 working days**.

Formal complaint stage 2:

If your complaint is not resolved at stage 1, then you can request it is taken to Stage 2 where a Trustee will review and respond to your complaint.



We will acknowledge receipt of stage 2 complaints within **5 working days**.

The Trustee will endeavour to respond fully to your stage 2 complaint within **20 working days**.

Once the Trustee has responded to your complaint, the formal complaints process has been concluded.

Can you take your complaint elsewhere?

If you are not satisfied or the complaint is related to another area of our work you can contact The Charity Commission at:

The Charity Commission
PO Box 211
Bootle
L20 7YX

Telephone: 0300 066 9197

www.gov.uk/complain-about-charity