



Client Complaints

Adopted	06/2003
Review Frequency	3 Yearly
Last Reviewed	11/2025
Next Review Date	11/2028

Complaints Procedure Client Complaints

The organisation values feedback from clients and is committed to resolving complaints promptly, fairly, and transparently. All complaints, along with any corrective or preventative actions taken, are discussed at regular team meetings to help identify and address any recurring or systemic issues.

Complaints Process

1. How to Make a Complaint

Clients can raise a complaint by:

- Contacting Safe Partnership on **01929 551100**, or email safe@safepartnership.org
- Speaking directly with a **Target Hardening Technician** or any other member of staff involved in their case.
- Alternatively, clients may write to us or email the organisation's main office.

2. Initial Response

- Any complaint received, whether by telephone, email, letter, or in person, will be acknowledged **within five working days**.
- The staff member receiving the complaint will notify the **Operations Manager** immediately.

3. Investigation

- The Operations Manager will record the complaint in the **Complaints Record** and arrange for an investigation to be conducted.
- The aim is to provide a full written response **within 20 working days** of acknowledging the complaint.
- If more time is required, the complainant will be informed of the reason and given an updated timescale.

4. Outcome and Communication

- Once the investigation is complete, the Operations Manager or relevant staff member will inform the client of the findings and any actions taken.
- All actions will be documented in the Complaints Record.
- If disciplinary action is required, it will also be noted in the relevant **Personnel File**.

5.

6. Escalation

- If the complainant is **not satisfied** with the outcome or decision made by the Operations Manager, they may request that the matter be **reviewed by the CEO or Board of Trustees**.
- The CEO or Trustees will review the complaint and the CEO's response and provide a final decision **within 20 working days** of the escalation.

7. Review and Learning

- Complaints and their outcomes will be regularly reviewed to identify areas for improvement and ensure that preventative actions are implemented.

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