



COMPLAINTS, COMPLIMENTS AND FEEDBACK

Your feedback on the service you receive and the work we are doing as an organisation is very important to Safe Horizon UK. We want to make sure your experience with us is positive and that we provide a quality service. When you tell us what you think it helps us to identify good practice or where performance is poor and needs to be improved. It can also help us identify gaps in service which need to be explored.

If you would like to make a complaint, comment on our work, provide general feedback, or a testimonial for publication, please use the feedback form in the appendix and send your completed form to the Chief Executive Officer in writing here:-

safehorizonuk@outlook.com

(please state in the 'title' bar whether this is a complaint, testimonial or general feedback)

OR by post to:-

Chief Executive Officer
Safe Horizon UK
Third floor,
207 Regent Street,
London W1B 3HH

If you are happy for your feedback to be used as a testimonial on the website and social media (anonymously), please let us know on your completed form.

If you have had a bad experience you can make a complaint if you are directly involved in the matter

Complaints Policy

If you have a reason to make a complaint about Safe Horizon UK, we will:

- Listen to what you say and investigate your complaint politely, fairly and in confidence
- Apologise if we have made a mistake
- Take action to stop it happening again and let you know what we are going to do.

In the first instance you should speak to the member of staff involved so they can try and resolve the problem immediately. If you feel unable to do this because the complaint relates to a matter of professional misconduct or safeguarding issue, you should direct your complaint or concern to the Chief Executive officer at the contact addresses above.

If you prefer to speak to someone on the phone about the matter, please contact Safehorizonuk@outlook.com and arrangements will be made to call you at a convenient time.

Chief Executive complaints

If your complaint is about the Chief Executive, you will need to complain to the Board of Trustees. You therefore need to state clearly in your letter, email or phone call that your complaint is about the Chief Executive and it will be forwarded to the Chair of the Board.

When you complain

- We will try to resolve your complaint and the original enquiry where possible
- The manager will deal with your complaint within 10 working days of Safe Horizon UK receiving your complaint, setting out what action, if any, we will take to rectify your complaint
- You should complain about a problem as soon as possible.
- Confidentiality: access to specific details of the complaint, and contact details of the person complaining are restricted and held for a limited period of time
- If you remain unhappy when you receive the reply to your complaint, you can make a further complaint to the Chief Executive, who will respond within 10 working days of it being received. If you are unhappy with the response from the Chief Executive you can make a further complaint to the board of trustees at the address above and this is the final stage of the complaints process.

Fundraising Complaints

Safe Horizon UK adheres to the [Fundraising Regulator Code of practice](#) and complies with the key principles embodied therein.

In the first instance you should make your fundraising complaint direct to Safe Horizon UK within 12 weeks of the incident. Safe Horizon UK will aim to resolve the complaint within four weeks. If you are not satisfied with the decision, you must contact the Fundraising Regulator within eight weeks of receiving your response from us.

Fundraising Standards Board

2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Telephone 0300 999 3407

APPENDIX

COMPLAINT, COMMENT, TESTIMONIAL FORM

Please tick which applies:-

This is a Complaint general feedback Testimonial for publication

If it is a complaint, is it Stage 1 (for the attention of the Chief Executive Officer)

Stage 2 for the attention of the Trustees

Your name	
Address	
Email address	
Phone number	
Date of incident (if applicable)	
Please detail your complaint, feedback or Testimonial here	
If this is a complaint, please detail what you would like the outcome of your complaint to be and what action you would like us to take.	

Please continue on a separate sheet of paper if necessary