Safety Net: Company Procedures – Complaints, Compliments & Comments Procedure

How to make a complaint to Safety Net

There are three stages in the Safety Net complaints procedure.

Stage One:

If you are not happy with the service you have received, please contact our Business Support team by email office@safetynetuk.org or by telephone 01228 515859. They will try to put things right in the first instance, and we would hope to settle complaints as quickly as possible in this way. Please let us know at the time if there is anything we need to know about how to contact you, for example if you would like us to reply by text, phone, voicemail or email.

Within 7 working days of receiving your complaint we will respond to you to say that we have received it. We will also tell you how to contact the person who is dealing with your complaint and when you can expect a reply.

Stage Two:

If you are not satisfied with the response you receive, you can take this further by contacting the Head of Clinical Practice.

The address to write to is Safety Net (UK), 1 Fisher Street, Carlisle, Cumbria, CA3 8RR – alternatively, and for a quicker response, you can email the Head of Clinical Practice is via our office@safetynetuk.org email.

When writing to us please state:

- What happened
- When it happened
- Who dealt with you?
- What you would like us to do to put things right.

If you cannot make your complaint in writing or email, please contact us via telephone on 01228 515859. Please let us know at the time of making your complaint if there is anything we need to know about how to contact you for example if you would like us to reply by text, phone, voicemail or email.

The Head of Clinical Practice will undertake to investigate the circumstances leading to the complaint and take steps to put the matter right. You will receive a reply to your complaint within 14 working days. If they cannot give you a full response at this time, they will tell you why and when you are likely to receive it.

Stage Three:

If you are not happy with our Head of Clinical practice response you can refer your complaint to our Board of Trustees at the following address: Chair of Board of Trustees, C/O Safety Net (UK), 1 Fisher Street, Carlisle, Cumbria, CA3 8RR, alternatively, and for a quicker response, please use the following email office@safetynetuk.org.

The Board of Trustees will investigate your complaint further and will respond to you in writing within 15 working days. If they cannot give you a full response at this time, they will tell you why and when you are likely to receive it.

This will be the final stage in the Safety Net Complaints Procedure, but this does not affect your right to approach your local Citizens Advice Bureau or seek legal advice.

Records of complaints, including details of our investigation and our findings, will be kept on file for at least 6 years.

Further Information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for the purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to by law or if you have given us permission.

How to make a comment or compliment

We welcome comments, compliments and suggestions as these can help us improve our services. Please send them to office@safetyneyuk.org or visit www.safetynetuk.org and use our contact page. We hope that you will always be satisfied with our service and look forward to receiving your comments. If we get it right or wrong, we would like to know.