

# SAFEBREAKS

YOUR JOURNEY, OUR SUPPORT

## COMPLAINTS



Making a complaint means speaking up about something you do not like or something you are not happy with.

Making a complaint can be a good way of making things change for the better.



You can complain by talking to someone, calling us on the telephone or writing us a letter or an email.

Remember, it is ok to complain.

# SAFEBREAKS

YOUR JOURNEY, OUR SUPPORT

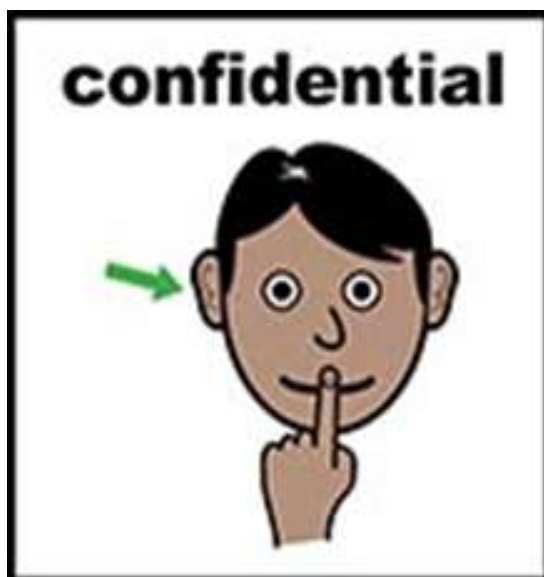
## What happens if I make a complaint?



We will take the complaint very seriously

We will make sure we understand what the problem is

We will fix the problem to make things better



Remember everything you tell us will be treated in the strictest confidence

This means we will not tell anyone else who does not need to know

# SAFEBREAKS

YOUR JOURNEY, OUR SUPPORT



Your Local Care Manager is the best person to talk to.

You can speak to your Care Manager by phoning **01626 376 726** or email

[luke.williams@safebreaks.co.uk](mailto:luke.williams@safebreaks.co.uk)

or write to the address at the end of this policy

# SAFEBREAKS

YOUR JOURNEY, OUR SUPPORT



If you need help to make a complaint, then you can contact your local Community Learning Disability Team – Devon county Council – Adult Social Care team  
0345 155 1007

# SAFEBREAKS

YOUR JOURNEY, OUR SUPPORT



Or speak to us, we are always here to help in any way we can.

Riviera House

Salisbury Road

Newton Abbot

Devon

TQ12 2DF

**Please note:** This document has been created by a third party, **Atlas**. Other than the Safebreaks contact information, the organisation is not responsible for the images used or the wording within the document.