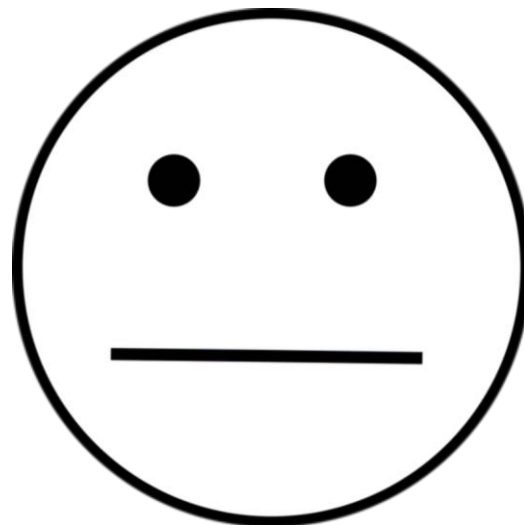


# Safebreaks Complaints

How to make a complaint.



Safebreaks understand that  
sometimes things go wrong, and  
we are here to listen to you .



A complaint is where you can tell us if you are unhappy with something.

This might be because of a change or how we have spoken to you.

You can make this complaint by  
talking to someone. Or by  
writing it down or sending it by  
email to  
[Complaints@safefbreaks.co.uk](mailto:Complaints@safefbreaks.co.uk)



When you make a complaint we will let you know we have received it within 24 hours. We will then look into your complaint.



We will tell you when we have finished looking into your complaint.

We will respond within 20 working days.



We will explain anything we will do following your complaint. We will also offer a resolution if we can.



If you are not happy with our response, you can ask for it to be looked at again.

This will be done by another Manager.



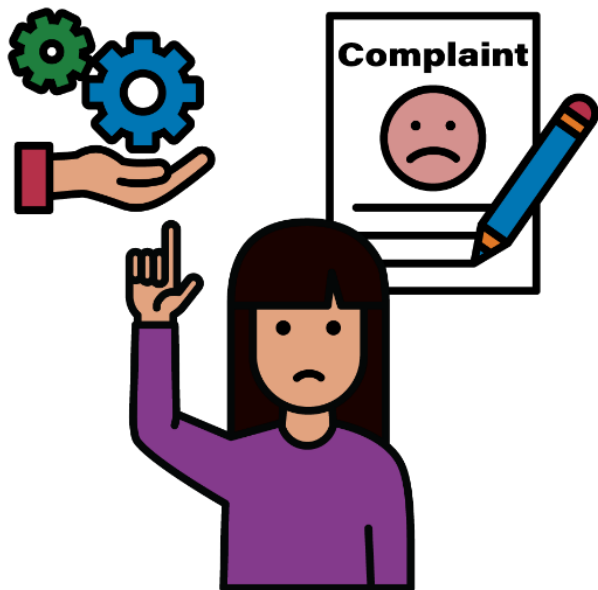
If you are unhappy with their response, you can contact Social Services.

You can ring them on: 0800 212 783. You can email them at [Customer.Relations@devon.gov.uk](mailto:Customer.Relations@devon.gov.uk)



uk

You have the right to complain if you are unhappy with something.



If you are worried about your safety or someone else; you must tell us immediately. So we can protect you from harm.

