

Complaints Policy

Secure Steps Support CIC

1. Purpose

Secure Steps Support CIC welcomes feedback and is committed to handling complaints fairly, openly and promptly. Complaints help us improve our services and ensure accountability.

2. Who Can Complain

Complaints may be made by:

- People receiving housing-related support
- Family members, carers, or advocates
- Referring or commissioning organisations
- Other stakeholders

3. How to Make a Complaint

Complaints can be made verbally or in writing.

Email: marisa@securestepssupport.co.uk

Address: Secure Steps Support CIC, 55 Pevensey Road, St Leonards on Sea, TN38 0LE

Support will be offered to ensure complaints are accessible to people with disabilities or communication needs.

4. Our Process

- Complaints are acknowledged within 5 working days
- An appropriate investigation is carried out
- A written response is normally provided within 20 working days

5. Outcomes

Outcomes may include:

- An explanation or apology
- Action to resolve issues
- Service improvement

6. Escalation

If the complaint is not resolved, it may be escalated to the Board of Directors or raised with the relevant commissioning body.