

Safe Spaces England & Wales

Complaints about the Safe Spaces service

Safe Spaces England and Wales (SSEW) is a new company formed jointly by the Archbishops' Council ("AC")(representing the Church of England) and the Catholic Trust for England and Wales ("CaTEW")(representing the Catholic Church in England and Wales). SSEW has contracted the independent charity Victim Support to deliver the Safe Spaces service.

I have a complaint about the service I received from Victim Support when using the Safe Spaces service, what should I do?

If you have a complaint about the service you have received, please contact Victim Support to raise your concern. Victim Support aims to give everyone who uses the service the best possible help. For Victim Support to achieve this, they need to know if things have gone wrong. Feedback will help identify problems and put them right, so your views are welcome.

Victim Support advise that most complaints can be dealt with informally by talking to a member of the Safe Spaces Team or Manager; they will listen to your views, make a record of what happened, and make appropriate changes where possible.

However, you can also send your concerns to safespacescomplaints@victimsupport.org.uk and a formal investigation will take place in line with the Victim Support complaints policy.

More information about Victim Support's complaints policy can be found [here](#).

How do Safe Spaces England and Wales monitor the service provide by Victim Support? Do they know about complaints?

SSEW is committed to working with Victim Support to ensure a high-quality service is provided to victims and survivors. The service contract is monitored by SSEW, supported by the Safe Spaces Advisory Committee ("SSAC").

Representatives from SSEW meet regularly with Victim Support for contract monitoring meetings, and service complaints form a standing item on the agenda. If any complaints have been received, Victim Support will advise SSEW of this, and how the complaint is being managed. Identifying details of the complaint will not be shared with SSEW.

Victim Support also provide monthly, quarterly and annual reports to SSEW, reporting on key performance indicators and contractual requirements, which includes any service complaints.

I want to complain about a Director of SSEW, or a member of SSAC, how do I do that?

Complaints about members of the Safe Spaces England and Wales Board or Advisory Committee will be managed following the complaints policy and procedure of the relevant body that the member is representing (e.g. the Church of England or the Catholic Bishops' Conference of England and Wales).

For Directors and members not representing a specific institution, the principles of the complaints policy of the National Institutions of the Church of England ("National Church Institutions" or "NCIs") will be followed.

In the first instance, complaints may be addressed to the SSEW's Company Secretary at SSEW's registered address (Church House, Great Smith Street, London, United Kingdom, SW1P 3AZ)