

All policies at  
The Haven are  
approved by our  
Haven Community  
Advisory Group.

You can obtain a  
copy of our  
Complaints  
procedure on  
request.

Heather Castillo,  
Chief Executive  
The Haven Project

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1 Glen Avenue,  
Lexden,  
Colchester,  
C03 3RP

Tel: 01206 287316

Email:

[heather.castillo@thehavenproject.org.uk](mailto:heather.castillo@thehavenproject.org.uk)

Website:

[www.thehavenproject.org.uk](http://www.thehavenproject.org.uk)

# The Haven

## Comments Compliments & Complaints

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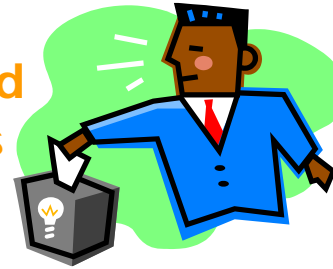




Your thoughts, ideas, and concerns are very important to us and help us to monitor the quality of our service to you.

If you have a compliment about The Haven, or a comment, suggestion, or complaint, there are a number of ways for you to let us know about this.

If you would like to do this anonymously, there is a Suggestion Box in the foyer.



If you would like to tell The Haven Community Advisory Group, their meetings are listed in the Haven Community Advisory Group leaflet.



If you have a complaint, this can also be discussed informally with staff.

If you would like to make a formal complaint, please ask for a copy of The Haven Complaints Procedure. Complaints should be addressed to The Haven Chief Executive or Chairman of the Haven Board.

You should receive an acknowledgement within two working days and your complaint should be investigated within 20 working days of its receipt, by which time you should receive a full response to your concern.