

We are committed to treating you with **Kindness and respect**



Everyone deserves to be treated fairly and with dignity. Our staff are committed to treating you with kindness and respect, and we ask that you treat our staff the same.

We understand you may be going through a challenging time and feel frustrated. At Haven Home Safe, we do not tolerate aggressive or threatening behaviour and will pause or end our service if this occurs. **Thank you for helping us create a safe and respectful environment for everyone.**



Communicate respectfully

Our staff are here to support you. Please treat our staff with respect and avoid shouting.



Be patient and understanding

Our services are under high demand and our staff are doing their best. We will respond to you or see you as quickly as we can.



Cooperate and provide information

So we can support you in the best way possible, please work with our staff and share any information or documents we need.



We welcome and support people of diverse backgrounds, ethnicities, cultures, ages, gender identities, sexual orientations, neurotypes and physical abilities.



Scan the QR code!

Your opinion matters to us. Your feedback will help us to improve our service.