

City Hearts (UK) aims to maintain the highest level of integrity in everything we do. However, should you wish to raise a complaint, or have concerns that our conduct has been dangerous, against the law, or breached ethical or professional codes, please get in touch.

Client Complaints

If you are a City Hearts client and are unhappy with, or have concerns regarding our services, please speak to a member of staff, such as your key worker or case worker.

If the complaint/concern is related to the staff member, our services provided, or if you feel the answer from staff is unsatisfactory, please ask to speak to the manager of the service, the Safeguarding Lead, or Head of Services, depending on the nature of the complaint, through the below contacts.

Telephone	Email
03333 055 336	complaints@cityhearts.co.uk

Professional Complaints

If you would like to make a complaint/concern relating to City Hearts services, please ask to speak to the manager of the service, the safeguarding Lead, or Head of Services, depending on the nature of the complaint, through the below contacts.

Telephone	Email
03333 055 336	complaints@cityhearts.co.uk

Alternatively

Alternatively, if you are a client in the National Referral Mechanism, and wish to raise a concern regarding City Hearts (UK), you can contact the below:

The Salvation Army Modern Slavery Team	
Telephone	Email
+44 (0) 800 808 3733	MSTComplaints@salvationarmy.org.uk

Single Competency Authority (SCA)

Region	Telephone	Email
All	0207 035 5689	MSVCCQueries@homeoffice.gov.uk

The Home Office (HO)

Region	Email
All	complaints@homeoffice.gov.uk

Alternatively, if you are receiving support from a team within our About Face department, and wish to raise a concern regarding City Hearts (UK), please contact the relevant contract holder listed below:

Merseyside Deferred Prosecution Scheme (MDPS)

Region	Contract Holder	Email
North West	Merseyside Police Force	deferred.prosecution@merseyside.police.uk

Plan B

Region	Contract Holder	Telephone
South Yorkshire	South Yorkshire Violence Reduction Unit	0114 296 4222