

# Complaints Report

November 2022 – October 2023

# Refuge



For women and children.  
Against domestic violence.

# Overview

Refuge is the largest domestic abuse organisation in England, supporting thousands of survivors of domestic abuse and other forms of violence against women and girls (VAWG) every day.

Last year we supported 25,487 women and children:

- 1,529 (6%) accessed our refuge provision which provide a place of safety and specialist support to survivors and their children
- 23,958 (94%) accessed our community-based services which include the National Domestic Abuse Helpline, specialist advocacy and outreach services
- Our National Domestic Abuse Helpline supported people 49,787 times via phone, live chat, email and our British Sign Language interpretation service

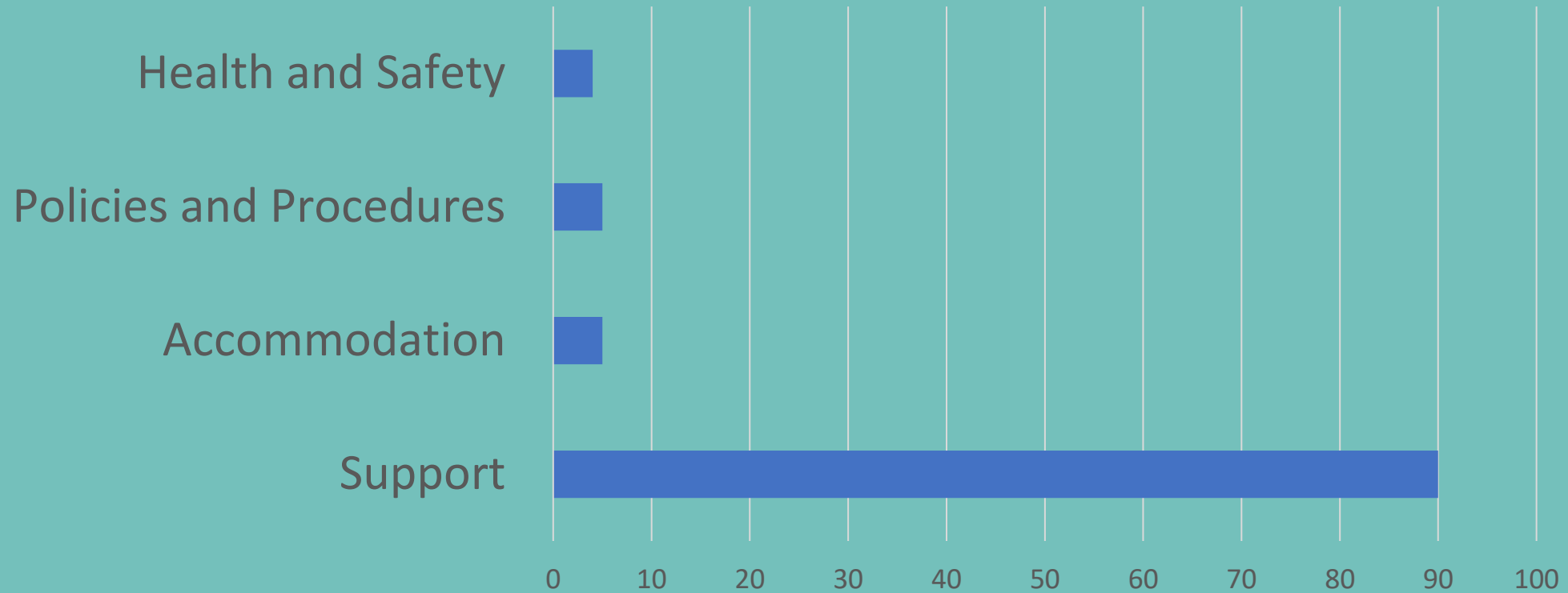
# Complaints Summary

During October 2022 to November 2023 a total of 104 complaints were recorded, an increase of 28% from the previous year.

The increase is attributed to improved recognition and recording of complaints

- 90% of the complaints received were from clients
- 34% of complaints received were from clients who were accessing refuge accommodation, refuge residents account for 6% of all clients accessing Refuge services
- Accommodation and facilities accounted for 5% of all complaints, 4% where Refuge are the managing agent and 1% where Refuge are the landlord

# Complaint Categories



## Governance Response

The increase in complaints received from the previous year is welcomed by trustees and reflects our ongoing efforts to encourage feedback from our users and enhance the quality of our services. We noted however that only 0.4% of clients that we support through our refuge and community services submitted complaints indicating that more work may be required to ensure that all survivors are actively encouraged to let us know when they are dissatisfied with any of the services we offer.

Whilst clients living in refuge accommodation account for a small proportion (6%) of the total number of people that we support, we note that this group of clients accounted for 34% of all complaints submitted. We recognise that this may not be due to issues with the level and quality of support in these services but may in part reflect the longer time frame that refuge residents are in receipt of support from Refuge and generally the greater level of holistic services that these clients will access. Over time, we are intending to enhance our complaints data and will be monitoring and undertaking further analysis on this data and other complaints categories as summarised in our complaints analysis.