BRIDGE HOUSE SUPPORTED LIVING LTD

How to Make a Complaint

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Your Right to Complain

Bridge House Supported Living Ltd welcomes feedback and complaints. If you are unhappy with any aspect of our service, we want to hear from you. All complaints are taken seriously, investigated fairly and responded to promptly. Making a complaint will not affect the care or support provided to any young person.

1. Who Can Make a Complaint?

Anyone can make a complaint about Bridge House Supported Living Ltd, including:

- Young people living at or supported by Bridge House
- Parents, carers, family members or advocates acting on behalf of a young person
- Referring local authorities, social workers and commissioning bodies
- Members of the public with a concern about our service

2. How to Make a Complaint

You can make a complaint in any of the following ways:

By email:	admin@bridgehsl.co.uk
By telephone:	07454024010
In writing:	Registered Manager, Bridge House Supported Living Ltd, 128 City Road, London EC1V 2NX
In person:	Speak to any member of staff or ask to speak to the Registered Manager

3. Our Three-Stage Complaints Process

Stage 1 — Informal Resolution

Most complaints can be resolved quickly. We will acknowledge your complaint within 3 working days and provide a full response within 10 working days.

Stage 2 — Formal Investigation

If you are not satisfied with the Stage 1 response, you can ask for a formal investigation by the Registered Manager. We will acknowledge within 3 working days and respond within 20 working days.

Stage 3 — Director Review

If you remain dissatisfied, you can request a final review by the Director. We will acknowledge within 3 working days and provide a final decision within 20 working days.

4. External Bodies

If you are not satisfied after completing all three stages of our complaints process, you can contact an external body:

Organisation	Contact	When to Contact
Ofsted	0300 123 1231 | www.ofsted.gov.uk	Concerns about regulated service quality or safety
Local Government & Social Care Ombudsman	0300 061 0614 | www.lgo.org.uk	After exhausting our complaints process
CQC (Care Quality Commission)	03000 616161 | www.cqc.org.uk	Concerns about health or care services

5. Need Help Making a Complaint?

If you need help making a complaint, we can provide support. Young people can also request access to an independent advocate. Please contact us and we will make arrangements.

Approved by:	[Director / Board]
Date Approved:	21 September 2026
Signature:	_____
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