BRIDGE HOUSE SUPPORTED LIVING LTD

Raising Concerns

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We Want to Hear Your Concerns
Bridge House Supported Living Ltd is committed to transparency, openness and accountability. If you have concerns about our service — including concerns about the safety or welfare of young people — we want you to tell us. We take every concern seriously.

1. Who Should Read This Page?

This page is for:

- Members of the public who have concerns about Bridge House Supported Living Ltd
- Staff, volunteers or contractors who have concerns about practice within the service
- Professionals — including social workers, teachers or health workers — who have concerns about a young person
- Young people's families or carers who have concerns about the service or about a specific young person

2. Concerns About a Young Person's Safety

If a young person is in immediate danger — call 999 now.
For non-emergency safeguarding concerns about a young person at Bridge House, contact us immediately using the details below. You can also contact your local authority children's services or the NSPCC Helpline on 0808 800 5000.

To report a safeguarding concern about a young person:

- Email: admin@bridgehsl.co.uk (marked urgent)
- Telephone: 07454024010
- Our Designated Safeguarding Lead will respond promptly to all safeguarding concerns

3. Concerns About the Quality of Our Service

If you have a concern about the quality of care or support at Bridge House — but it is not a safeguarding matter — please contact us:

- Email: admin@bridgehsl.co.uk
- Telephone: 07454024010
- Post: Registered Manager, Bridge House Supported Living Ltd, 128 City Road, London EC1V 2NX

For concerns about our service quality, you may also wish to raise a formal complaint — please see our 'How to Make a Complaint' page.

4. Concerns About Staff Conduct

If you have a concern about the conduct of a member of Bridge House staff — including concerns about abuse, exploitation or inappropriate behaviour — please contact:

- The Registered Manager: admin@bridgehsl.co.uk | 07454024010
- The Director directly if the concern is about the Registered Manager: admin@bridgehsl.co.uk

All concerns about staff conduct will be investigated promptly and confidentially. We will not victimise anyone who raises a genuine concern in good faith.

5. If You Are a Bridge House Staff Member

Bridge House Supported Living Ltd has a Whistleblowing Policy that protects staff who raise concerns about wrongdoing, unsafe practice or breaches of legal obligations. If you are a Bridge House staff member and have a concern, please refer to the Whistleblowing section of our Complaints & Whistleblowing Policy — available from the Registered Manager.

You can also raise concerns directly with:

- Ofsted: 0300 123 1231 | www.ofsted.gov.uk
- Care Quality Commission: 03000 616161 | www.cqc.org.uk
- Protect (formerly Public Concern at Work): 020 3117 2520 | www.protect-advice.org.uk

6. External Regulators

Bridge House Supported Living Ltd is registered with and inspected by Ofsted. If you have a serious concern about the safety or welfare of young people in our care that you do not feel able to raise with us directly, you can report it to Ofsted:

- Website: www.ofsted.gov.uk/give-feedback-on-care
- Telephone: 0300 123 1231

7. What Happens When You Raise a Concern?

When you raise a concern with Bridge House Supported Living Ltd:

- We will acknowledge your concern promptly
- We will investigate all concerns seriously and thoroughly
- Where a concern involves safeguarding, we will act immediately

- We will keep you informed of the outcome where appropriate and where data protection allows
- You will not be penalised or treated negatively for raising a genuine concern in good faith

8. Confidentiality

We will handle all concerns confidentially. We will not disclose your identity to any third party without your consent, unless we are required to do so by law or to protect the safety of a young person. Please see our Privacy Policy for more information on how we handle personal data.

Approved by:	[Director / Board]
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Signature:	_____
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