

Bristol Crisis Service for Women

What to do if you want to make a complaint

Bristol Crisis Service for Women is committed to providing good quality services. We welcome feedback of any kind, including complaints, as they may help us to see where our services or procedures might be improved.

How to complain

Step 1 Contacting us

The first step is to contact us. Our contact details are at the bottom of the page. We will try to resolve the problem straight away, but if we cannot do this, for example, because information we need is not to hand, then we will record your concern and let you know when we will get back to you.

Step 2 Taking your complaint further

If you feel you need to make a formal complaint, the next step is to put your complaint in writing to the Director of BCSW. If you do not want to write a letter you can talk your complaint through with us on the phone and we will make notes, or you could get help from the Citizens Advice Bureau.

Once we have received your formal complaint we will investigate it. Your complaint will be acknowledged in writing within 5 working days of receiving it and the letter will say when you can expect a full response. This will normally be within 3 weeks, unless the matter is very complicated. Where this is the case we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3 The next stage

If you are not satisfied with the Director's investigation and response you can take your complaint to BCSW's Trustees. You will need to let us know that you are not satisfied and your complaint will then be sent to the Chair of the Trustees. The Chair will let you know they have received your complaint and when to expect a full response from them.

Contact details

Hilary Lindsay, Director
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