

Complaints Policy



APPROVED	MARCH 2026
REVIEW DATE	MARCH 2028
SCOPE	FOR ANYONE WHO INTERACTS WITH THE ORGANISATION

Introduction

To make sure we are continually improving how we work and providing the highest quality service, Bridewell encourages anyone who is not satisfied as a result of their interaction with the organisation to let us know.

Operation

If you are unhappy about Bridewell's service please let us know by speaking with a relevant member of staff.

If you are unhappy about an individual it is normally best to have an informal conversation with them in the first instance. If you feel unable to do this, please speak to the Recovery Service Manager or the Director.

To make an informal complaint you can reach the Bridewell team on 01993 259 059.

Making a written complaint

If you have not been satisfied with the response to your complaint or you want to raise the issue more formally, please write to Bridewell's Director.

If your complaint is about the Director, please write in confidence to Bridewell's Chair of Trustees.

Send your written correspondence to **The Walled Garden, Wilcote, OX7 3DT** or email **info@bridewellgardens.org**

All complaints will be logged and you will receive a written acknowledgement within three working days.

We will aim to investigate any complaint as promptly as possible and give you a reply within ten working days describing how the problem will be dealt with. If further time is needed we will share an interim response with you.

If after we have responded you are not satisfied, please write to the Chair of Trustees who will report the matter to the next meeting of the Trustees where any further steps will be decided.

Escalating a complaint to relevant authorities

A complaint can also be made to the following organisations if you feel it has not been resolved by Bridewell.

- **Oxford Health Foundation Trust.** Contact the Patient Advice and Liaison Service: PALS@oxfordhealth.nhs.uk; 0800 328 7971
- **Oxfordshire County Council.** If your concern relates to abuse or neglect: www.oxfordshire.gov.uk/residents/social-and-health-care/adult-social-care/reporting-concern
- **Charity Commission.** For serious complaints: forms.charitycommission.gov.uk/raising-concerns/