

The Bridge Trust Ltd

connecting faith and action



Complaints

If you have a complaint about us

If you are dissatisfied with anything that we do, you can complain

- by letter to **The Bridge Trust Ltd, 24 Stanbury Road, Bristol, BS3 4QG**
- by email to **contact@thebridgetrustltd.org**
- in person to any of our staff or trustees.

What we will do about it

- We will acknowledge your complaint within 1 week of receiving it.
- We will aim to resolve your complaint within 4 weeks.
If we cannot resolve your complaint within that time, we will explain why and give you an update on what we are doing about it.

How we will investigate your complaint

- The trustees will keep a log of all complaints.
- The person who first receives your complaint will deal with it if they are able to resolve it quickly themselves. If that is not possible, the Chair of the trustees will arrange someone to deal with it. We will let you know who is handling your complaint.

If you are not satisfied with our response

- If you are not satisfied with our response to your complaint, you can ask for the board of trustees to review it. If your complaint is about the conduct of one of the trustees, that person will not involve themselves in the board's review.
- We are regulated by the Charity Commission for England and Wales. You are entitled to complain to them at any stage. They provide details of how to do so online at <https://www.gov.uk/government/publications/complaints-about-charities>