



How Do I Make a Complaint?

We know that we can only improve our service to you, by listening to you and by taking your complaints and comments seriously. You may be a service user or a third party.

If you are unhappy about the way something has happened or with someone who works here, we hope you would feel able to talk to that person and tell them how you feel.

Most of the time, people can talk through the problem at this stage and it doesn't need to go any further.

If you still feel unhappy or your complaint is serious, you are welcome to make a formal complaint. You can do this in a number of ways:

You can speak to any member of staff who will record the complaint on the formal complaint form.

You can telephone 01273 696970

You can email to info@brightonoasisproject.co.uk

You can write directly to the Director: Jo-Anne Welsh

Brighton Oasis Project

Globe House

Morley Street

Brighton, BN2 9RA

Jo-anne.welsh@brightonoasisproject.co.uk

You will be contacted within 7 working days to invite you to a meeting to talk about it. You can bring a friend or representative to this meeting to support you. Your complaint will be investigated and we hope we can resolve the matter within 14 working days.

If you are still unhappy, your complaint will go to the Board of Trustees. We will also tell you how to complain to our regulatory bodies. This information is on our website too.

If you need any help making or writing a complaint, please ask any member of staff to help you.

If you need this leaflet in large print, please ask a member of staff

Compliments

We also love to hear about things that have gone well. If you would like to compliment anyone at Brighton Oasis Project or the organisation overall you can do this by.....

- Verbally telling a member of staff
- Telephoning 01273 696970
- Emailing info@brightonoasisproject.co.uk
- Writing a letter



Information about complaints, comments and compliments