



Bristol Crisis Service for Women.

TESS Complaint and Feedback Guidelines

Complaints and Feedback

Feedback of any kind including complaints is seen by TESS as a vital part of developing our services. It helps us to improve what we do, and enables us to reflect on how we are viewed by those outside the organisation.

To give anonymous feedback you can use our online [form](#)

If you would like to make a formal complaint you are welcome to do so through the medium that you feel comfortable using. These are our contact details:

Text – 07954999604

Email – bcsw@btconnect.com

Writing – TESS c/o BCSW, PO Box 654, Bristol. BS99 1XH

Telephone - 0117 9279600

We will respond to your complaint within five working days of receiving it. The process may happen in more than one stage to include a conversation to hear your experience and then a further conversation to respond to what you have told us.

If the conversation takes place via text we may ask you if we can have an alternative contact so that we can send you a summary of your complaint as we have understood it and our response to it.