



Complaints and Disputes Policy for The Dyslexia Garden

Purpose: This Complaints and Disputes Policy outlines the procedures and principles for handling complaints and resolving disputes related to dyslexia assessment services provided by Becky Glenn at The Dyslexia Garden.

Scope: This policy applies to all clients who have used or are using dyslexia assessment services provided by Becky Glenn.

Policy Statement: Becky Glenn is committed to addressing and resolving complaints and disputes in a fair, transparent, and timely manner to ensure client satisfaction and continuous improvement of services.

Definitions:

- **Client:** The person or persons who have received or requested dyslexia assessment services.
- **Complaint:** An expression of dissatisfaction with the service provided by Becky Glenn.
- **Dispute:** A disagreement between Becky Glenn and a client regarding the provision or quality of dyslexia assessment services.

Principles:

1. **Accessibility:**
 - The complaints process will be easily accessible to all clients, with clear guidance on how to submit a complaint or raise a dispute.
2. **Fairness and Impartiality:**
 - All complaints and disputes will be handled impartially, without prejudice or bias.
3. **Confidentiality:**

- Information relating to complaints and disputes will be treated confidentially, respecting the privacy of all parties involved.
- 4. Timeliness:
 - Complaints and disputes will be addressed promptly, with efforts made to resolve them within a reasonable timeframe.
- 5. Learning and Improvement:
 - Feedback from complaints and disputes will be used constructively to improve services and prevent future issues.

Procedure:

1. Informal Resolution:
 - Clients are encouraged to initially raise any concerns or complaints informally with Becky Glenn directly.
 - Many issues can be resolved quickly and satisfactorily through informal discussion.
2. Formal Complaints Procedure:
 - If a complaint cannot be resolved informally, or if the client is not satisfied with the resolution, they may submit a formal complaint in writing or by email to Becky Glenn.
 - The complaint should include details of the issue, any previous attempts at resolution, and the desired outcome.
3. Investigation and Response:
 - Becky Glenn will acknowledge receipt of the formal complaint promptly (within 5 working days) and commence an investigation.
 - An impartial review of the complaint will be conducted, including gathering relevant information and speaking with any involved parties.
4. Resolution and Communication:
 - Becky Glenn will aim to resolve the complaint and communicate the outcome to the client within 15 working days of receiving the formal complaint.
 - If additional time is needed for investigation, Becky Glenn will inform the client of the delay and provide an estimated timeframe for resolution.
5. Appeal Process:
 - If the client remains dissatisfied with the outcome of the complaint, they may request a review of the decision.
 - The request for an appeal should be made in writing within 10 working days of receiving the outcome of the complaint.
 - The appeal will be reviewed by Becky Glenn or a designated impartial person not previously involved in the complaint.
6. Final Decision:
 - The decision following the appeal review will be final and communicated to the client in writing.

Recording and Monitoring:

- Records of all complaints and disputes, including actions taken and outcomes, will be maintained by Becky Glenn.
- Regular review of complaints will inform improvements to service delivery and policies.

Policy Review:

- This policy will be reviewed annually to ensure it remains effective and responsive to client needs and expectations.
- Any updates to the policy will be communicated to clients in a timely manner.

Contact Information:

- For any complaints or disputes related to dyslexia assessment services, please contact Becky Glenn at The Dyslexia Garden.

Date of Policy: July 2024

Next Review: July 2025

By adhering to this Complaints and Disputes Policy, Becky Glenn ensures a fair and transparent process for resolving issues, maintaining client trust and satisfaction in the dyslexia assessment services provided.