

Complaint Procedure



Centre for ADHD & Autism Support

Registered Charity Number 1080795

This procedure is for anybody who uses, or has requested, the services offered by the Centre for ADHD & Autism Support.

Who can complain?

Anyone can make a complaint if they are a service user who is receiving or has asked for use of the services offered and they do not feel that they, or a member of their family, have received a response or satisfactory outcome within a reasonable period.

What types of things can be complained about?

These are examples:

- They are not receiving a fair and equal access to the services offered.
- They feel they haven't been given sufficient support and help.
- They feel they have not received empathy or have not been heard.
- They feel they have been treated in a discourteous manner.
- The information they have been given had not been clear.

This list is not exhaustive.

How does the complaints procedure work?

They are entitled to expect from us the following:

- An immediate acknowledgement of their complaint.
- A prompt, full and fair investigation with every effort being made to respond to them in an unbiased manner within 20 working days.
- To be kept informed while their complaint is investigated, and if it is going to be longer than 20 working days duration before a response is made.

What is the process of the Complaints Procedure?

In the first instance a user can contact a member of staff of the centre who will bring it to the attention of the one of the Directors.

The Directors will make contact with the complainant to ascertain the foundation of the complaint and to explore ways of resolving the issue in question and offer information with regard to the name and contact details of the Chair of Trustees or HR Trustee.

The Directors will be responsible for investigating, with members of staff, the essence of the complaint. In some cases, he/she will be required to meet in person with the complainant and all those involved and look at all the relevant written information and files.

A full report will be made within 20 working days (see above) unless the complainant has been advised.

If the complainant feels the Director has not acted appropriately or to their satisfaction, they will already have been given the name and address of the Chair of Trustees where they can make direct contact.

The staff of Centre for ADHD & Autism Support aim to give the highest possible standard of service at all times, however, the Centre recognises that from time to time there may be occasions when our users feel the quality of the service we have provided falls short of what they feel they can reasonably expect.