

# Dyslexia Assessment & Consultancy

*Dyslexia Experts specialising in assessments and training*

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## Dyslexia Assessment & Consultancy Complaints Policy

Dyslexia Assessment & Consultancy (DAC) aims to provide the high standards of service with consideration, courtesy, and professionalism.

If you have a complaint we aim to ensure that:

We treat your complaint seriously;

We deal with your complaint promptly and in confidence;

We explain what happened and, where required and possible, put it right;

We learn from complaints and use them to review and improve our service.

### Our policy is:

- To provide a fair complaints procedure which is clear and easy to use if anyone wishes to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at DAC knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the services provided by DAC.

### Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in the services provided by Dyslexia Assessment & Consultancy, such as our clients.

A complaint can be received by telephone, by email or in writing.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the Director of DAC.

### Review

This policy is reviewed regularly and updated as required.

Adopted on: January 2016

Last reviewed: January 2018