

Dyslexia Assessment & Consultancy

Dyslexia Experts specialising in assessments and training

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NMH Complaints Procedure for Students in Higher Education

In following the Complaint procedures, Dyslexia Assessment & Consultancy (DAC) will endeavour to find and utilise a collaborative approach to solving the difficulties which have led to a complaint, and will promote a solution which is fair and, where possible, agreeable to both/all parties involved.

Publicised Contact Details for Complaints

Dyslexia Assessment & Consultancy, 41 Cardigan Street, London SE11 5PF

Telephone: 020 7582 6117

Email: info@workingwithdyslexia.com

There are three stages to the DAC Complaints Procedure

Stage One

In the first instance complaints may be made by telephone or email to the Office Manager. If possible it is always preferable if complaints can be dealt with informally, by telephone or email. It may be that the complaint can be resolved quickly.

If a complaint is made via telephone, the following information would be written down:

- Your name and contact details
- Date of the complaint
- The nature of the complaint
- Your relationship to Dyslexia Assessment & Consultancy, for example, student /client

On receiving the complaint, the Office Manager would record it in the complaints log. The complaint will be acknowledged within 7 working days. The acknowledgement will say who is dealing with the complaint and when the person complaining can expect a reply, normally within 7 working days, unless further information has to be collected. A copy of the complaints procedure would be sent.

A complaint is normally best resolved by the person responsible for the issue being complained about. The complaint would be shared with that person, who may be able to resolve it swiftly and should do so if possible and appropriate. Follow ups would normally be via the telephone or email.

Stage Two

If the informal approach does not resolve the matter satisfactorily, you would be asked to send a written account by post or by email so that the complaint is formally recorded in your own words. A complaint's form would be sent for this purpose. Written complaints would be sent to Dyslexia Assessment & Consultancy at 41 Cardigan Street, London SE11 5PF, or by email to info@workingwithdyslexia.com for the attention of the Director who will decide the appropriate course of action. The request for Director level review will be acknowledged within 7 working days of receiving it.

The Director would investigate the facts of the case and review all the paperwork of the case and speak with the person who dealt with the complaint at Stage One, who would be kept informed of what was happening. If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.

Where necessary, the Director will also speak to you within 10 working days of receiving the complaint to review and discuss the matter and to reach a resolution if at all possible.

Once all the relevant facts have been established, you will receive a written response, normally within 3 weeks, including any actions that the Centre might take. If a response is not possible within 3 weeks, because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to you will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

All correspondence and communications would be recorded with dates.

If the complaint is against a particular SpLD Tutor, we can offer to change to another Tutor within the Consultancy. If this does not resolve the situation, we will advise you of the procedure to follow to change to a tutor with another provider. This means that you will need to get in touch with the Needs Assessor and request a change of provider. At the same time, Dyslexia Assessment & Consultancy will inform Student Finance England that you do not wish to work with your current tutor and wish to change provider.

Stage Three

If the complaint is not resolved satisfactorily, you can address the complaint to ADSHE, the Association of Dyslexia Specialists in Higher Education, or to PATOSS, the Professional Association for Teachers of students with Specific Learning Difficulties (SpLD), according to the Association that your tutor is registered with. Please ask the office of Dyslexia Assessment & Consultancy as to the appropriate association.

You will be required to provide written details of your grievance against the individual tutor in writing to the Chair of ADSHE, or to PATOSS.

The procedure is explained in ADHSE's Complaints Procedure, item 3, External complaints against an individual member of ADSHE:

See:

<http://adshe.org.uk/about/complaints-procedure/>

And in the Complaints Procedure of PATOSS

See:

<https://www.patoss-dyslexia.org/About/CodeofEthics/Complaintsprocedure/>

Variation of the Complaints Procedure

The Director may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Director should not also have the Director as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Adopted on: January 2016

Last reviewed: April 2018