**Alison Earey Ltd**

**Dyslexia Consultant**

# **Complaints Policy & Procedure**

Alison Earey Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

• To provide a fair complaints procedure which is clear and easy to use for anyone wishing 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 Alison Earey Ltd 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 Alison Earey Ltd.

**Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in Alison Earey Ltd.

A complaint can be received verbally, by phone, 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.

**Process**

* In the first instance we would recommend you address your concerns to the individual providing the service. Your tutor will endeavour to respond within 5 working days.
* If you are not satisfied with the response you receive you may contact Chantal Karatas in writing who will investigate your complaint further and will aim to respond within 10 working days. Please contact Chantal Karatas: chantal@odyssey-education.co.uk.
* If you are not satisfied with the response you receive you may appeal and contact the Patoss Chief Executive in writing: Patoss-dyslexia.org.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the director of the company. This policy is reviewed regularly and updated as required.

Adopted on: 20th June 2016

Last reviewed: 5th June 2018