



The
Dyslexia
Association

Compliments and Complaints Policy and Procedures

If you require this document in an alternative format such as larger print, audio, or different language, please call us on 0115 924 6888 or e-mail helpline@dyslexia.uk.net

Service Standards - we aim to set, maintain, and deliver ambitious standards of service to all our clients and employers. Below you will find details of our compliments and complaints policy.

Compliments

Compliments are always welcome and can be made informally - either direct to members of staff concerned or to the relevant manager. Staff concerned and their immediate Line Manager will be notified.

If you wish to formalise your compliment, please address it in writing or verbally to:

Chief Executive Officer
The Dyslexia Association
Sherwood House
7 Gregory Boulevard
Nottingham
NG7 6LB

On receipt of a formal compliment a copy will be filed centrally, and details recorded, and a copy will be sent to the relevant member of staff and their Line Manager.

Monitoring of Compliments - we will monitor all formal compliments and report on them (where relevant) to our Board of Trustees.

Complaints

Despite our absolute best efforts, there may be occasions when you feel that you have not received the level of service expected and believe you have cause to complain. We aim to deal with complaints fairly and objectively and to ensure that appropriate action is taken to improve the quality of service we provide.

The Process

If you have a problem, please contact The Dyslexia Association by telephone on 0115 924 6888, or via email, to see if we can settle the matter informally. If that does not resolve the problem to your satisfaction, or you believe that approach to be inappropriate you may complain in writing or verbally to the Chief Executive at the above address. Verbal complaints will be transcribed and available to be reviewed by the complainant.

Your complaint will be acknowledged within 10 working days of receipt. It will be referred to the relevant Senior Manager who will investigate your complaint and respond within 20 working days.

Where the investigation is likely to take more than 20 working days from receipt of the complaint we will contact you in writing within 20 working days of receipt, giving reasons for the delay and a timescale for completion of the investigation.

Within 20 working days of receipt of the complaint (or within the notified extended timescale), we will send a written response to you indicating whether the complaint has been accepted, partly accepted, or rejected.

For accepted or partly accepted complaints, we will outline the actions to be carried out to put matters right. For rejected complaints, we will explain why the complaint has been rejected in whole or in part.

If you remain dissatisfied with the outcome of the investigation into your complaint you should write to the Chair of Trustees at the above address.

Monitoring

We will monitor all complaints, and the outcome of that monitoring will be available to the lead Trustee for 'user voice.'

Please contact the Chief Executive if you require a hard copy of this procedure.

We will always maintain confidentiality and will only disclose information to others as is necessary to complete any investigation. The complaints and compliments monitoring log will hold the names of individuals, but any

summary reports prepared for internal monitoring purposes will not name individuals or organisations.

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| Policy owner | CEO (Chief Executive Officer |
| Policy last reviewed/updated | 28.07.25 |
| Next review | 27.07.27 |

Compliments and Complaints Policy

Compliments and Complaints Process

Complaints

- If a complaint comes through, first apologise to the person making the complaint and tell them they will put them through to a manager immediately. If no Managers are available, apologise and take all the details including a contact name and number and inform them that someone will get back to them as soon as possible. E-mail all the information to the Chief Executive, if the Chief Executive is likely to be absent for more than 10 days inform the Head of Education & Training.
- Managers, take all the details of the complaint and the contact's name and details of the complainant, log this information on the Complaints Log saved on the S drive under Administration/ Quality/ Customer Satisfaction and in the Compliments and Complaints file in the Chief Executive's Office. Strictest confidence is to be maintained.
- The Chief Executive will deal with the complaint according to the Compliments and Complaints Policy.
- A full response to the complaint is given within 20 days; if the case cannot be resolved within this time the Chief Executive will inform the complainant of what The Dyslexia Association plan to do and by when.

NB If the complainant is still not satisfied following a response the Chief Executive will refer it to the Chair of Trustees

Compliments

- If a compliment is received, thank the client and reassure them that their comments will be forwarded to the appropriate people. E-mail the Chief Executive with the details of the compliment.

All compliments and complaints are recorded electronically on a spreadsheet and cross referenced with evidence in the Compliments and Complaints File held in the Chief Executive's office.