



Complaints procedure

Unique Neuro Wellness Ltd

Who can make a complaint?

This complaints procedure is not limited to service users that are receiving involvements from Unique Neuro Wellness Ltd. Any person, including members of the public, may make a complaint to Unique Neuro Wellness Ltd about any provision of facilities or services that we provide.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Unique Neuro Wellness takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, Penny Millington, will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, Penny Miillington will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Unique Neuro Wellness will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with Penny Millington If the issue remains unresolved, the next step is to make a formal complaint.

Complainants should not approach individual team member to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

Complaints against a team member should be made in the first instance, to [Penny Millington](#) via the company email. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the company. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the Directors if appropriate, will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision by [Unique Neuro Wellness Ltd](#)

If other bodies are investigating aspects of the complaint, for example the police.

If a complainant commences legal action against [Unique Neuro Wellness Ltd](#) in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, [Unique Neuro Wellness Ltd](#) wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Stage 1

Formal complaints must be made to Unique Neuro Wellness Ltd addressed to Penny Millington, via the company email. This may be done in person, in writing (preferably on the Complaint Form). If the complaint is regarding Penny Millington then the complaint must be addressed to Andrea Phelps-Brown or Nicola Lee

Penny Millington will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within **14 working days**.

Within this response, Penny Millington will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. Penny Millington will consider whether a face to face meeting is the most appropriate way of doing this.

During the investigation, Penny Millington (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, Penny Millington will provide a formal written response within **3 months** of the date of receipt of the complaint.

If Penny Millington is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions **Unique Neuro Wellness Ltd** will take to resolve the complaint.

Penny Millington will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about Penny Millington, a suitably skilled Director will be appointed to complete all the actions at Stage 1.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with Directors, This is the final stage of the complaints procedure.

A request to escalate to Stage 2 must be made to company email, within **10 working days** of receipt of the Stage 1 response.

A record of the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **10 working days**.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Director will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within **20 working** days of receipt of the Stage 2 request. If this is not possible, the Director will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Director will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The committee consisting of the Directors not named in the complaint will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

Representatives from the media are not permitted to attend.

At least 10 working days before the meeting, you will receive:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least **5 working** days before the meeting.

Any written material will be circulated to all parties at least **3 working** days before the date of the meeting. The Director will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The Directors will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The directors will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the company's systems or procedures to prevent similar issues in the future.

The director will provide the complainant with a full explanation of their decision and the reason(s) for it, in writing, within **20 working** days.

Complaint Form

Please complete and return to Uniqueneurowellness@gmail.com headed private and confidential
FAO Penny Millington who will acknowledge receipt and explain what action will be taken.

Your name:
Young Persons name (if relevant):
Your relationship to the Young person (if relevant):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at Unique Neuro Wellness about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the company in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.