

Complaints Policy

Neurodiverse Adventures always strives and aims to provide good quality services for all.

If you have been satisfied with the service I've provided, please do provide your feedback. I will use this information to improve my services, for the benefit of future customers.

I continually review and update the sessions I deliver, please do feel free to contact me with ideas and thoughts, especially in resources that are useful. Any suggestions or ideas about how my services could be improved, would be most welcome, to evaluate performance and to add to our continual personal development.

Should you have any reason to complain in writing, to Amanda at Neurodiverse Adventures within a reasonable timeframe, usually within 8 weeks of the issue arising.

Explain the problem as clearly and as fully as possible. We ask members to please provide us with as much detail as they can to help us investigate their complaint: say what the problem is, say what you want to happen, provide information on any relevant communication with us on the subject including the times and dates of any conversations. Please allow Neurodiverse Adventures reasonable time to deal with the matter; Recognise that some circumstances may be beyond Neurodiverse Adventures control.

I will acknowledge receipt of your complaint as soon as possible and then investigate the incident fully within 10 working days.

If there is any reason to delay the investigation I will inform you as soon as possible as to the reasons for this delay.

You will receive a formal reply to the outcome of the complaint within 20 working days.

If you are not satisfied with this response, where possible I will arrange to meet you personally, or virtually in order to reach a satisfactory conclusion for all concerned.

Confidentiality

Every complaint will be treated with care and confidentiality. Neurodiverse Adventures will attempt to communicate clearly and directly with all complainants or their representatives in a timely manner. The complainant is required to give permission for confidential information pertinent to the complaint to be disclosed to all parties cited within the complaint including any legal or other specialist advisors.

Vexatious Complaints

In most cases, dealing with complaints will be a straightforward process; however, in a minority of cases, the complainant may act in a manner that is deemed unreasonable. They may act in a way that is considered abusive, unreasonably persistent, or vexatious and by doing so it may hinder Neurodiverse Adventures ability to investigate their complaint or the complaints of others. This behaviour may occur at any time before, during or after a complaint has been investigated. Time spent on dealing with all complaints should be proportionate to the nature of the complaint and consistent with the outcome that is being sought, being realistic and achievable. It is Neurodiverse Adventures policy not to investigate any vexatious or malicious claims.

If you have concerns regarding any organisation that I have worked for or am affiliated to, please feel free to contact them direct also.

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