

# Complaints Policy

## **Complaints procedure**

The Dyslexia West Midlands Team aims to provide a professional, caring and friendly service. We believe, therefore, that it is important that we are made aware of the things we are doing well, but also of the areas that require improvement. It is for this reason that we take all comments and complaints very seriously, aiming to deal with them as effectively and impartially as possible and as swiftly and fairly as we can. If, however, you feel the need to make a complaint about our services, please follow the procedure outlined below.

## **Data Protection**

We take all matters of personal data very seriously. If you would like to make a complaint about the way in which we process this data, or want us to delete or make amendments to the information we already hold, please follow the procedure outlined below.

## **Stage 1**

If you have concerns about the service we provide it is important that you express these concerns, in the first instance, to the person at Dyslexia West Midlands that you have been communicating with. They will then be able to address the issue as promptly as possible in order to alleviate your concerns. We always aim to acknowledge any complaint within seven working days and to resolve the issue, wherever possible, within ten working days.

## **Stage 2**

If you feel that you did not receive a satisfactory outcome in stage 1, you should contact the Complaints Officer either by letter or email. The Complaints Officer will pass your concerns to the appropriate manager, who will aim to resolve the issue, wherever possible, within ten working days.

Please write to:

Complaints Officer, Trescoe House, 32 Stoke Green, Coventry, CV3 1AA

Or e mail:

[info@dyslexiawestmidlands.com](mailto:info@dyslexiawestmidlands.com)