



## CLIENT COMPLAINTS INFORMATION

### If something doesn't feel right

I want Neurothriviversity to feel safe, respectful, and helpful.  
If something doesn't feel right, you are very welcome to raise it.

You don't need to be certain it's a "complaint" — you can simply let me know if something has felt uncomfortable, unclear, or not as you expected.

I welcome feedback at any point in our work together — where possible, I aim to adjust things early and collaboratively, without it needing to become a formal complaint.

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#### How to raise a concern

You can:

- Email me directly
- Bring it into a session (if that feels easier)
- Ask someone to support you in raising it

You don't need to phrase things formally — bullet points or a few sentences are absolutely fine.

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#### What will happen next

- I will acknowledge your message within 3 working days
- I will look into your concerns carefully
- I will respond fully within 20 working days

If it takes longer, I will let you know and explain why.

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#### What I aim to do

Where possible, I will:

- Listen and understand your experience
- Offer a clear explanation
- Acknowledge where things haven't gone well



- Think with you about what might help repair things

This might include adjusting how we work, or supporting you to move forward in a different way if needed.

If helpful, I may also seek input from a clinical supervisor or other professionals to ensure your concerns are considered carefully and fairly.

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### Accessibility and support

I recognise that raising concerns can feel difficult, especially within a therapeutic relationship.

I can:

- Adapt how we communicate (written / verbal)
- Allow extra time for processing
- Structure conversations more clearly
- Support you to bring someone with you

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### If you are not satisfied

If you feel your concern hasn't been resolved, you can contact:

- Health and Care Professions Council
- Information Commissioner's Office (for data/privacy concerns)

I can provide details if helpful.

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