



FULL GOVERNANCE COMPLAINTS POLICY

1. Purpose

This policy outlines how complaints are received, managed, and resolved within Neurothriversonity. It ensures that concerns are handled in a way that is:

- Accessible
 - Transparent
 - Timely
 - Fair
 - Learning-oriented
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2. Definition of a complaint

A complaint is defined as:

Any expression of dissatisfaction about the service, including concerns about communication, professional conduct, accessibility, or the quality of care.

This includes concerns raised informally.

3. Principles

Neurothriversonity's approach to complaints is guided by:

- Respect for client experience
 - Recognition of power dynamics in therapeutic relationships
 - Commitment to neuro-affirming and accessible practice
 - Openness to reflection and learning
 - Proportional and fair responses
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4. How complaints can be made

Complaints may be raised:

- By email
- In writing



- Verbally (including within sessions)
- Via a representative or advocate

Reasonable adjustments will be offered in line with the Equality Act 2010.

5. Acknowledgement

- All complaints will be acknowledged within 3 working days
 - The acknowledgement will outline:
 - Understanding of the concern
 - Next steps
 - Expected timeframe
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6. Investigation process

The complaint will be reviewed through:

- Examination of clinical records and correspondence
- Reflective review of practice
- Consultation with clinical supervisor where appropriate
- Consideration of ethical and professional standards

Where appropriate, consultation may be sought from peer professionals, or relevant specialists to support a thorough and fair review.

This may be considered where the complaint raises complex clinical, ethical, or professional issues, or where an additional perspective would support reflective and balanced decision-making.

7. Response

A full written response will be provided within 20 working days, including:

- Summary of the complaint
- Findings of the review
- Any actions taken or proposed

Possible outcomes include:



- Clarification or explanation
 - Acknowledgement and apology
 - Changes to practice
 - Offer of repair session
 - Signposting to alternative support
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8. Delays

If the investigation cannot be completed within 20 working days:

- The client will be informed
 - Reasons for delay will be provided
 - A revised timeframe will be agreed
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9. Escalation

If the complainant remains dissatisfied, they may escalate concerns to:

- Health and Care Professions Council
- Information Commissioner's Office

Information on how to do this will be provided.

10. Record keeping

- A record of all complaints will be maintained securely
 - Complaints may be stored separately from clinical records where appropriate
 - Anonymised learning will inform service development
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11. Learning and improvement

Complaints will be used as an opportunity to:

- Reflect on practice
- Identify patterns or themes
- Improve accessibility and quality of service



12. Feedback and early resolution

Neurothriverson encourages ongoing feedback throughout the course of work.

Clients are invited to share concerns, uncertainties, or aspects of the work that are not feeling helpful at any stage.

Where possible, these will be addressed collaboratively and early, without the need for a formal complaints process.