**Dyslexia West Midlands – Complaints Policy August 2025**

**1. Introduction**
At Dyslexia West Midlands, we are committed to providing high-quality services and treating all clients with respect, professionalism, and care. However, we understand that sometimes things may not go as expected. This policy outlines how we handle complaints in a fair, transparent, and timely manner.

**2. Purpose of the Policy**

* To ensure all complaints are dealt with promptly, fairly, and consistently.
* To use complaints as an opportunity to learn and improve our services.

**3. What Is a Complaint?**
A complaint is an expression of dissatisfaction about any aspect of our service, including:

* Assessments or tuition services
* Communication or conduct of staff
* Fees or billing
* Accessibility or resources

**4. How to Make a Complaint**
Complaints can be made in writing or verbally. Please include as much detail as possible.

**You can contact us by:**

* **Email:** info@dyslexiawestmidlands.com
* **Phone:** 07738554921

**5. What Happens Next?**

* We will acknowledge your complaint within **5 working days**.
* A full investigation will be carried out by a senior member of staff.
* We aim to respond with a resolution within **10 working days**.
* If a delay occurs, we will inform you and provide a revised timeframe.

**6. Outcomes**
Depending on the nature of the complaint, outcomes may include:

* An explanation or clarification
* An apology
* Corrective actions or improvements
* Refund or partial reimbursement (where appropriate)

**7. Appeals**
If you are not satisfied with the outcome, you may request a review by a different senior member of staff.

**8. Confidentiality**
All complaints will be handled confidentially in accordance with data protection laws.

**9. Monitoring and Review**
We regularly review complaints to identify trends and improve our service quality.