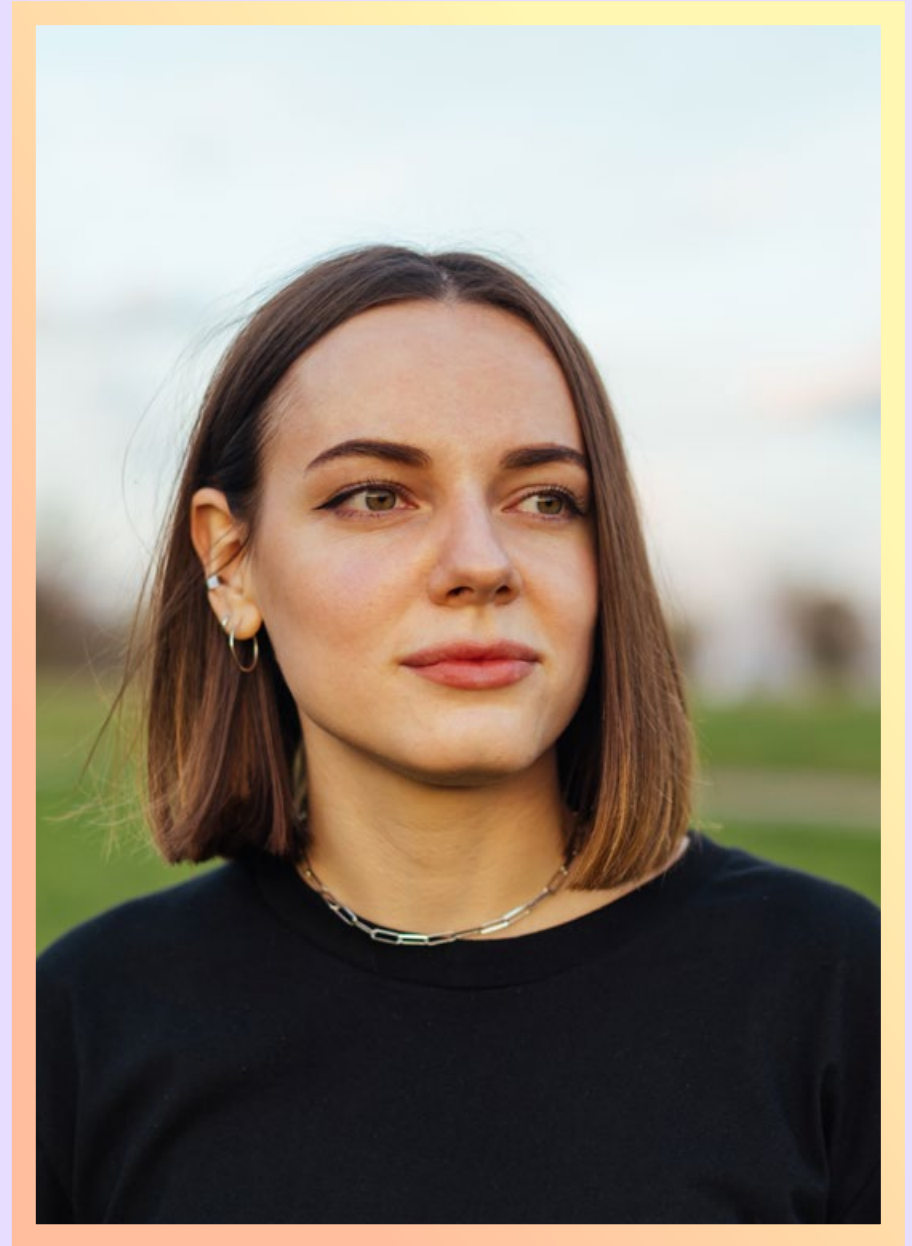




Our Complaints Process



At Psicon we always aim to provide the best clinical and customer service

We understand that when you or your child are undergoing assessment and treatment for an ADHD or ASD condition, you need to put all your focus into connecting with your clinician and engaging with treatment.

By listening to your feedback, we can continue to improve the standard of care and service we provide to you and others. However, we recognise that at times we may not always get things right, and the care or service you receive may not meet your expectations. When this does happen, we want to assure you that all complaints or concerns are taken seriously.

If this happens and you have reason to share these with us, our dedicated Clinical Teams will record and facilitate an investigation and response.

The complaint process; how it works:

- 1** Get in touch to raise your complaint by speaking to or emailing one of our service team. Alternatively, you can log this digitally by completing the online feedback form on our website.
- 2** Our dedicated Clinical Team members will log your complaint.
- 3** Once we have all the information we need, we will liaise with all necessary parties to carry out a thorough investigation and provide a response as soon as possible, but no later than 20 working days from the date your complaint was acknowledged.

What to do if you feel your complaint has not been resolved.

Our aim will always be to fully resolve your complaint and complete all agreed actions and next steps in the time frame agreed.

However, we understand that on occasion you may remain unhappy with the outcome or our response. If this is the case, please contact us.

If required, we will escalate this to a Stage Two complaint. We aim to provide a response as soon as possible, and no later than 10 working days from the date the complaint is escalated.

If after this stage we are unable to conclude our response has met your satisfaction, we will advise you of your further rights to complain and to who.

How to contact us

Telephone

If you wish to speak to us directly about your concerns or complaint, you can do so by contacting us on **0330 838 3105**. Our telephone lines are open Monday to Friday 9am – 5pm.

Email

If you would prefer to contact us about your concerns or complaint via email, you can do so by contacting us at **feedback@Psicon.co.uk**

Our services are open Monday to Friday 9am to 5pm and will aim to acknowledge or respond to emails received within 3 working days.

Website

Alternatively, you can complete our short online form via our website, visit **Psicon.co.uk/legal/complaints-concerns**

Trusted by



☎ 0330 838 3105

✉ enquiries@psicon.co.uk

www.psicon.co.uk

