

Complaint Procedure

Dyslexia Network tries to deliver a professional, caring and courteous service to all our clients at all times.

If you feel we have not lived up to this promise or if you feel we can improve or enhance our existing services we would like to hear from you.

We aim to ensure that:

* We treat your complaint seriously;
* We deal with your complaint promptly and in confidence;
* We explain what happened and, where required and possible, put it right;
* We learn from complaints and use them to review and improve our service.

All complaints should be made as follows:

Stage One

If you are dissatisfied with the services we have provided, please express this to the person with whom you have been dealing who will try to help. If you prefer, please speak to a manager who will also try to assist (Please call 07828232300 or email cwright@dyslexianetwork.co). We will endeavour to resolve all difficulties as quickly and efficiently as possible.

Stage Two

If you are unhappy with the response received and/or would prefer to put your complaint in writing, you can write (Catherine Wright, Pinfold Cottage, Pinfold Lane , Averham, NG2435RD) or email the Complaints Officer, cwright@dyslexianetwork.co). We will acknowledge your complaint and then look to investigate it further, endeavouring to provide a written response within ten working days from when we have received your letter or email.

Stage Three

If you consider the response to your written complaint to be unsatisfactory you may ask for this to be reviewed. In most cases this will be conducted by a National Dyslexia Network Director, [enquiries@ndnetwork.org](mailto:enquiries@ndnetwork.org). The request for this appeal should be made in writing stating the grounds for the original response to be reviewed. Once again, we will acknowledge your complaint and endeavour to provide a written response within ten working days from when we have received your letter or email.

Contact Details

For stages two of this process, all correspondence should be directed to the Complaints Officer, Dyslexia Network, Pinfold Cottage, Pinfold Lane, Averham,NG23 5RD. If you feel unable to make your complaint in writing, please send an email or call the main office with your contact details advising that you wish to make a complaint and somebody will call you back as soon as soon as possible. Please note, where it may take longer than ten working days to provide a response, perhaps due to the complexity of the issue or the availability of the manager best placed to carry out the investigation, we will write to you advising this and stating a date by which we expect to be able to provide a full written response.