**Different Minds East Anglia**

**Complaints Procedure**

**Step 1: Registering the Complaint**

1. If you have a complaint, please address it to the appropriate department or individual within our organization. You can do this in person, via email, or through our official complaint form.

**Step 2: Acknowledgement**

1. Once we receive your complaint, we will send you an acknowledgment within insert 5 working days. The acknowledgment will include the details of your complaint and the name of the person handling it.

**Step 3: Investigation**

1. We will conduct a thorough investigation into the matter. This may involve gathering relevant information, reviewing records, and speaking with any involved parties.

**Step 4: Resolution**

1. Our aim is to resolve your complaint as quickly as possible. We will provide a response within fourteen working days of receiving the complaint acknowledgment. If the resolution requires more time, we will keep you informed of the progress and provide an updated timeframe.

**Step 5: Final Response**

1. We will send you a final response, which will include the findings of our investigation and any actions taken to address your complaint. If we find that your complaint is valid, we will outline the steps we are taking to rectify the situation.

**Step 6: Escalation (if necessary)**

1. If you are dissatisfied with the resolution provided, you may request further review by contacting our principal psychologist. They will conduct a separate review and provide you with a final response within 10 working days].

**Step 7: Closing the Complaint**

1. Once a resolution is agreed upon or the escalation process is completed, the complaint will be considered closed. We will document the outcome and any actions taken for future reference.

Note: If you require any support or assistance during the complaints procedure, please feel free to contact us.

Remember, we value your feedback and are committed to addressing any concerns you may have in a fair and transparent manner.