

Different Minds (ADHD-ASD Norfolk) Ltd Complaints Policy and Procedure (Including Complaints Form)

1. Purpose

The purpose of this policy is to ensure that Different Minds (ADHD-ASD Norfolk) Ltd has a clear, fair, and accessible complaints procedure. The organisation is committed to listening to service users, families, carers, and the public, and using complaints and concerns to drive learning and improvement in service delivery.

This policy is written in accordance with:

- The **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014** – particularly Regulation 16
- The **NHS Complaint Standards** (Parliamentary and Health Service Ombudsman, 2021)
- The **Care Quality Commission (CQC) Fundamental Standards**
- The **Local Authority Social Services and NHS Complaints (England) Regulations 2009**
- The **UK General Data Protection Regulation (UK GDPR)** and **Data Protection Act 2018**

2. Scope

This policy applies to all complaints made by or on behalf of:

- Service users
- Families and carers
- Members of the public
- Staff and contractors

It applies to all services delivered by Different Minds (ADHD-ASD Norfolk) Ltd and its representatives.

3. Policy Statement

Different Minds (ADHD-ASD Norfolk) Ltd values feedback and is committed to resolving complaints in a prompt, respectful, and confidential manner. No person will be treated unfairly for raising a concern. We welcome complaints as opportunities to:

- Acknowledge when things have gone wrong
- Put things right
- Improve our services and prevent recurrence

4. Key Principles

- **Accessible:** Information on how to complain is clearly available in multiple formats.
- **Timely:** Complaints are acknowledged within 3 working days and responded to within 20 working days wherever possible.
- **Transparent:** The process is clear and explained to the complainant.
- **Confidential:** Complaints are handled sensitively and shared only on a need-to-know basis.
- **Responsive:** Complaints are listened to and responded to with care, empathy, and action.
- **Improvement-focused:** Learning is identified and used to improve services.

5. Making a Complaint

Complaints can be made:

- Verbally – in person or by phone
- In writing – by letter or email
- By completing a complaint form (see final page of this document)

Complaints should ideally be made within **12 months** of the issue arising. If longer, the organisation may still investigate where possible and reasonable to do so.

Contact details for complaints: **Email:** enquiries@adhdnorfolk.org.uk

Post: Complaints, Different Minds (ADHD-ASD Norfolk) Ltd, 124 Thorpe Road, Norwich, Norfolk NR1 1RS

6. Complaint Procedure

Step 1 – Acknowledgement

The complaint will be acknowledged within 3 working days of receipt.

Step 2 – Investigation

The complaint will be assigned to a responsible manager who will investigate the matter. They may speak with staff or request further information.

Step 3 – Response

A full written response will normally be provided within 20 working days. If delays occur, the complainant will be informed and updated regularly.

Step 4 – Resolution and Learning

If the complaint is upheld, appropriate actions will be taken, and learning will be shared internally.

Step 5 – Escalation

If dissatisfied, the complainant may request a review by senior management. If still dissatisfied, they may contact:

Parliamentary and Health Service Ombudsman (PHSO)

Website: www.ombudsman.org.uk

Phone: 0345 015 4033

7. Confidentiality and Data Protection

All personal information collected during the complaints process will be managed in accordance with data protection legislation. Information will only be shared where necessary for investigation and resolution.

8. Monitoring and Reporting

All complaints will be recorded and reviewed to identify trends and recurring issues. An annual complaints report will be produced, anonymised, and used to support quality improvement.

9. Staff Training

All staff and contractors will be trained on how to handle complaints respectfully, fairly, and in accordance with this policy.

10. Review of Policy

This policy will be reviewed annually, or sooner if required due to changes in legislation or national guidance.

Complaints Form

Confidential – Please complete in full

1. Your Details

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Are you the service user?

☐ Yes

☐ No – I am acting on behalf of the service user (please provide details below):

Name of service user (if different): _____

Relationship to service user: _____

Do you have their permission to make this complaint on their behalf?

☐ Yes ☐ No

2. Details of Your Complaint

Please describe the issue or concern (what happened, when, where, and who was involved):

3. What would you like to happen as a result of this complaint?

4. Signature

Signed: _____

Date: _____

Please return this form to:
Different Minds (ADHD-ASD Norfolk) Ltd
Complaints Department
124 Thorpe road

Norwich

Norfolk NR1 1RS
Email: enquiries@adhdnorfolk.org.uk

Approved by:
Graham Boulter MSc

Director
Different Minds (ADHD-ASD Norfolk) Ltd
3/4/25 to be reviewed 3/4/26