

## **Complaints & Concerns Guide**

### **Different Minds (ADHD ASD Norfolk) Limited**

At Different Minds, we are committed to delivering high-quality, safe, and compassionate care to all of our patients.

If you are unhappy with any aspect of your experience with us, we genuinely want to hear from you so that we can address your concerns appropriately.

This guide explains how to raise a concern, how to make a formal complaint, and what you can expect from us throughout the process.

#### **WHAT IS A CONCERN AND WHAT IS A COMPLAINT?**

##### **Raising a Concern (Informal)**

A concern is an informal expression of dissatisfaction, disappointment, or worry about any part of our service.

In many cases, concerns can be resolved quickly and efficiently by the appropriate team member, such as your clinician, a team lead, or our administration manager.

Examples include:

- Waiting times
- Difficulty receiving a response or update
- Technical issues or problems accessing forms
- Payment or billing queries
- General service experience, communication style, or tone

##### **Making a Formal Complaint**

A complaint is a formal expression of dissatisfaction regarding any aspect of the care, treatment, or service you have received from Different Minds.

Formal complaints are handled through a structured process to ensure fairness, transparency, and thorough review.

This may involve:

- A formal investigation
- A review of relevant clinical records
- A detailed written response
- An action plan or service improvement measures where appropriate

Examples include:

- Concerns about treatment decisions or medication
- Rudeness or unprofessional behaviour
- Significant or repeated delays in receiving reports or care
- Billing disputes or refund issues
- Ongoing lack of communication
- Safety or safeguarding concerns

## **A NOTE ON DIAGNOSIS-RELATED COMPLAINTS**

We are usually unable to reconsider a diagnostic decision once an assessment has been completed and finalised.

Diagnoses are made by qualified clinicians in line with NICE guidelines and are based on the information available at the time of assessment.

This includes clinical interviews, questionnaires, and supporting evidence.

If significant new clinical information becomes available after the assessment has concluded, a new assessment may be required in order to review this information appropriately.

## **HOW TO SUBMIT A FORMAL COMPLAINT**

All formal complaints must be submitted via our official online complaint form.

Only complaints submitted through the designated form will be processed under our formal complaints procedure, as this ensures the matter is recorded, acknowledged, and investigated correctly.

If you require assistance completing the form, a member of our team will be happy to support you.

## **RESPONSE TIMES**

- Low (minor issue): 30 working days
- Moderate (service issue): 20 working days
- High (care or safety risk): 5 working days
- Critical (serious harm or major breach): Immediate response

Where possible, we will keep you updated if an investigation is likely to take longer than anticipated.

## **ACCESSIBILITY AND SUPPORT**

We are committed to ensuring that our complaints process is accessible to everyone.

If you require adjustments, such as:

- Easy Read formats
- Large print documents

Please let us know, and we will be happy to make appropriate arrangements to support you.

## **COMPLAINTS ON SOMEONE ELSE'S BEHALF**

If you are submitting a complaint on behalf of a patient, written consent from that individual will be required before we can proceed.

We adhere to strict data protection and confidentiality requirements to ensure patient privacy is always protected.

## **TIME LIMITS**

Complaints should normally be submitted within 1 month of the issue occurring or of you becoming aware of the issue.

If there is a valid reason for a delay, we may still consider and investigate the complaint at our discretion.

## **WHAT WE MAY NOT INVESTIGATE**

We will not proceed with a complaint if:

- The complaint is abusive, discriminatory, or threatening in nature
- A full and final response has already been provided and no new evidence is presented
- It relates solely to dissatisfaction with a diagnosis where no new clinical information has been provided

## **IF YOU ARE STILL NOT SATISFIED**

NHS patients may contact the Parliamentary and Health Service Ombudsman.

Private patients may escalate complaints to the Independent Sector Complaints Adjudication Service (ISCAS).

You may also raise concerns with the Care Quality Commission (CQC), which monitors service standards.

Please note that the CQC does not investigate individual complaints.

## **SUGGESTIONS AND FEEDBACK**

Email: [enquiries@adhdnorfolk.org.uk](mailto:enquiries@adhdnorfolk.org.uk)

We value all feedback and are committed to continuous improvement in the care we provide.