



Policy 15 - Complaints Policy

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Signed off by Directors
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Introduction/ Purpose:

ADHD 360, referred to as 'we' is committed to providing high-quality ADHD diagnosis, treatment, and support services. We value your feedback and understand that occasionally things may not go as planned.

This complaints policy outlines the process for raising concerns and how we will respond to them.

Scope of this Policy:

This policy applies to all complaints concerning:

- The quality of our ADHD assessments, diagnosis, and treatment services.
- The conduct and professionalism of our staff.
- The accessibility and communication of our services.
- Billing and financial matters related to our services.
- Any other aspect of our operations that directly impacts our clients.

Making a complaint:

You can make a complaint in any of the following ways:

- Verbally: Contact us by phone or video call
- In writing: Send us a letter or email outlining your concerns.
- Online: Submit a complaint form through our website.

Please include the following information in your complaint:

- Your name and contact information.
- The nature of your complaint.
- The specific details of your experience, including dates and names of any individuals involved.
- What outcome you are hoping for?

Please note: if you are making a complaint on behalf of a patient, we will require written consent from the patient ahead of an investigation commencing. This can be provided via letter or email.

Acknowledgement and Investigation

In the first instance, we will contact you and discuss your concerns to identify an appropriate resolution.

Your complaint will be acknowledged within 3 working days of receipt. We then have a dedicated team who will investigate your concerns and provide you with a response. We respond to complaints within 28 working days.

If your complaint is complex or requires further investigation this may take us longer and we will keep you updated on the progress of your complaint throughout the process.

Complaint Handling Process

Our complaint-handling process follows a two-stage approach:

- **Stage 1:** Internal Investigation: We will gather information from relevant staff and review any relevant documentation. We will then contact you via telephone or email to confirm the outcome of the investigation and our response to your complaint.
- **Stage 2:** Dissatisfied Complaint: If you are dissatisfied with the Stage 1 response your further concerns will be escalated to the relevant senior member of staff to provide a final response and your complaint will be closed. If you remain dissatisfied with the outcome of Stage 2, you have the right to request an independent review by an external body such as the Care Quality Commission (CQC).

Confidentiality and Record Keeping

We will treat your complaint with the utmost confidentiality. All information you provide will be handled under the General Data Protection Regulation (GDPR). We will keep a record of your complaint and the outcome of our investigation for a minimum of 7 years.

Additional Resources

If dissatisfaction persists, the complaint can be escalated to external bodies such as: Care Quality Commission (CQC), Healthcare Ombudsman.

Conclusion

We are committed to providing high-quality ADHD support and services. We believe that open and honest communication is essential to resolving any concerns that you may have. If you have any questions about this policy or how to make a complaint, please do not hesitate to contact us.