



Together for Neurodiversity CIC

TfN Complaints Policy

Introduction

Together for Neurodiversity CIC (TfN) is dedicated to providing the highest standards of service to neurodiverse individuals, their families, and the wider community. We value feedback and are committed to addressing complaints promptly, fairly, and transparently. This policy outlines our approach to handling complaints from directors, staff, volunteers, and the public.

Policy Statement

We recognise that complaints provide valuable feedback and opportunities for improvement. We aim to handle all complaints efficiently, fairly, and respectfully, ensuring that we learn from them to enhance our services.

Scope

This policy applies to all employees, volunteers, members, participants, partners and members of the public who wish to raise a complaint regarding any aspect of our operations, services or in any setting related to our activities, including online environments.

Definitions

- **Complaint:** An expression of dissatisfaction, whether justified or not, about any aspect of Together for Neurodiversity CIC's activities.
- **Complainant:** Any person or organisation making a complaint.
- **Respondent:** The person or entity against whom the complaint is made.

Principles

We adhere to the following principles when handling complaints:

- **Accessibility:** Information about how to make a complaint is readily available and accessible.
- **Responsiveness:** Complaints are acknowledged promptly and addressed swiftly.



- **Fairness:** Complaints are handled impartially, objectively, and without bias.
- **Confidentiality:** Information about complaints is kept confidential and shared only on a need-to-know basis.
- **Respect:** We respect the dignity and rights of every individual, ensuring everyone is treated fairly.
- **Accountability:** We take responsibility for addressing complaints and ensuring appropriate resolution.
- **Continuous Improvement:** We use complaints as a learning tool to improve our services and practices.

Procedures for Making a Complaint

The following outlines our procedures for anyone who wishes to make a complaint against Together for Neurodiversity CIC or one of its employees, directors, volunteers or any other person acting on behalf of TfN:

For Directors, Staff, and Volunteers:

1. **Informal Resolution:**

- Initially, raise the complaint informally with the person involved or with a direct supervisor.
- Aim to resolve the issue quickly and amicably through discussion.

2. **Formal Complaint:**

- If the issue is not resolved informally, submit a formal complaint in writing to the Complaints Officer.
- Include details of the complaint, any steps already taken to resolve it, and the desired outcome.

3. **Investigation:**

- The Complaints officer will acknowledge receipt of the complaint within 5 working days.
- An investigation will be conducted, gathering relevant information and evidence.



- The complainant may be contacted for additional information or clarification.

4. Resolution:

- A formal response will be provided within 20 working days of the complaint being acknowledged.
- If further time is required, the complainant will be informed of the delay and the expected resolution date.

5. Appeal:

- If the complainant is not satisfied with the outcome, they may appeal in writing to the Board of Directors.
- The appeal will be reviewed, and a final decision will be communicated within 20 working days.

For the Public

1. Informal Resolution:

- Initially, raise the complaint informally with the relevant staff member or through our general contact channels.
- Aim to resolve the issue quickly and amicably through discussion.

2. Formal Complaint:

- If the issue is not resolved informally, submit a formal complaint in writing via email or post to our Complaints Officer.
- Provide details of the complaint, steps already taken, and the desired outcome.

3. Investigation:

- The Complaints Officer will acknowledge receipt of the complaint within 5 working days.
- An investigation will be conducted, gathering relevant information and evidence.
- The complainant may be contacted for additional information or clarification.



4. **Resolution:**

- A formal response will be provided within 20 working days of the complaint being acknowledged.
- If further time is required, the complainant will be informed of the delay and the expected resolution date.

5. **Appeal:**

- If the complainant is not satisfied with the outcome, they may appeal in writing to the Board of Directors.
- The appeal will be reviewed, and a final decision will be communicated within 20 working days.

Handling Complaints from Directors:

- Directors should raise complaints directly with the Managing Director.
- The Chair will ensure the complaint is addressed promptly and may involve an independent party if necessary.
- A response will be provided within 20 working days, with an option for appeal to the full Board if required.

Roles and Responsibilities

- **Complaints Officer:** Responsible for overseeing the implementation of this policy, investigating reports, and ensuring appropriate action is taken.
- **Employees and Volunteers:** Responsible for promoting a positive environment, being vigilant for signs of bullying, and supporting victims.
- **Participants and Members:** Encouraged to speak out against bullying, support their peers, and report any incidents.

Confidentiality

All complaints will be handled confidentially, with details shared only with those directly involved in the resolution process. We ensure that complainants are protected from any form of retaliation or adverse treatment as a result of making a complaint.



Monitoring and Review

We regularly review complaints to identify trends and areas for improvement. This policy is reviewed annually to ensure its effectiveness and to incorporate any necessary updates.

Review and Updates

This policy is reviewed annually and updated as necessary to ensure it remains effective and relevant to the needs of our community.

Contact Information

For any questions or concerns regarding this policy or to submit a formal complaint, please contact our Complaints Officer:

Complaints Officer

TOGETHER FOR NEURODIVERSITY CIC
POLICIES@MYNEURODIVERSITY.ORG.UK

By adhering to this Complaints Policy, Together for Neurodiversity CIC reaffirms its commitment to providing high-quality, inclusive services and to continuously improving our support for neurodiverse individuals and their families. We value your feedback and are dedicated to resolving any concerns with care and respect.

This comprehensive complaints policy reflects our dedication to inclusivity, empathy, and continuous improvement, ensuring that all complaints are handled with the utmost seriousness and professionalism.