

If you wish to make a complaint, please email: sitdpalmer@gmail.com and include "complaint" in the subject heading.

Definition of a complaint:

Any expression of dissatisfaction, that is not resolved at initial contact and requires a direct response.

Time periods:

- The period in which you can make a complaint:
- 6 months from the date on which the event, which is the subject of the complaint occurred; or
- 6 months from the date on which the event, which is the subject of the complaint comes to the attention of the complainant.
- Any delays to these timescales will make it difficult to fully investigate the complaint, as it may be difficult to establish facts and evidence to support the investigation process.

My complaints procedure:

I am committed to providing a high-level, person-centred service to all my clients. If you do not receive a satisfactory service from me, I am keen to hear from you. I ensure that my complaint policy is robust, transparent, and effective to support you to make me aware of any concerns, and for me to improve my standards and service.

I aim to ensure that:

- Making a complaint is accessible,
- I acknowledge and investigate the complaint in a timely manner,
- I treat you with respect, confidentiality, and transparency,
- I provide opportunities for people to feedback,
- I provide complainants with support and guidance throughout the complaint process,
- I learn from complaints and use the information to improve our services, policies and procedures.

I hope that any concern or complaint can be dealt with informally and we can resolve the issue quickly and satisfactorily. Therefore, I ask that you raise it with me, as soon as possible. However, if you remain unsatisfied, I will escalate your complaint to a formal process and this policy covers the procedure.

When I receive a complaint via email I will:

- Respond to acknowledge your complaint via email within 2 working days. I may ask you to provide further information.
- Once I receive requested information, I will respond within 5 working days.
- I will then contact you and invite you to attend an online meeting or phone call to discuss and hopefully resolve your complaint. This will take place within 10-28 days of the end of the investigation.

Once this meeting has taken place, if you continue to remain unsatisfied, you can refer to the Health Care Professional Council or Professional body.

Unreasonable/abusive/vexatious Complaints.

Please note, any abusive, threatening, or offensive language used either verbally or written will not be tolerated. Complaints of this nature will be refused, and you will be immediately asked to refer directly to the Professional body. I will fully cooperate with any correspondence from them. I will not enter into any communication directly with you, if I deem you to be inappropriate or threatening.

If vexatious complaints are made without foundation in order to cause embarrassment, harass, worry or distress. I reserve the right to refuse these complaints.

With regard to autism assessment, please be aware, the cost of the process is for a full assessment within the UK diagnostic criteria and following NICE guidance. It is not for an automatic diagnosis.

Despite not being part of the NHS, I support the Parliamentary and Health Service Ombudsman's Principles of Good Complaints Handling, (2009), My Expectations (2014) and the NHS Constitution which includes a number of patient rights relating to complaints. Our complaints policy uses the principles within these documents.

This policy will be reviewed annually.