

Bristol Dyslexia Centre

Complaints Policy

Bristol Dyslexia Centre is committed to providing a high-level service to our clients. If you are not happy with any aspect of the way Bristol Dyslexia Centre conducts its business, we would like to know. Your complaint is the first step in helping us to put matters right.

Therefore, we aim to ensure that:

- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and confidentially;
- we learn from complaints, use them to improve our service, and review our policy and procedures annually.

How to complain

Informal Complaints

We recognise that many concerns will be raised informally. Our aims are to resolve informal concerns quickly.

Many complaints can be sorted out quite simply by discussing the problem with a member of staff. If this is not satisfactory, please make an appointment with the lead teacher where your grievance can be shared and we will try to come to an agreement.

However, if after discussing your problem you are still dissatisfied, you can make a formal complaint.

Formal Complaints

If you are not happy with the response to an informal complaint you can make a formal complaint in writing so it can be recorded. In the first instance you should write to:

Mrs S Mackie, Lead Teacher
Bristol Dyslexia Centre
11, Upper Belgrave Road, Clifton Bristol BS8 2XH
Or email: sue.m@dyslexiacentre.co.uk

How we will deal with your complaint

- You will be sent an acknowledgement within three working days of receipt of your complaint.
- We will then investigate your complaint. We will discuss the progress of the investigations and proposed resolutions with you. If you are not able to meet or speak by phone, we will send you a detailed written reply to your complaint. This will include suggestions for resolving the matter.
- A full reply will be sent, by the management or Lead teacher, within 20 working days of the receipt of the complaint, or you will be advised if it is going to take longer and why.

Results of the Complaint

- If you are not happy with the outcome you can ask one of the Directors – Mrs P. Jones or Mr. M. Jones to look at your complaint. They will reply to you within a further 20 working days.
- If you are still not satisfied with the response, we will arrange a hearing before a panel of at least three people, who have not been directly involved in the matters detailed in the complaint. (Mrs Pat Jones, Mr Mike Jones and one person who will be independent of the management and the running of the centre, such as a minister, solicitor etc).
- The panel will make its' findings and recommend a course of action. All parties involved (complainant, person complained about, Principal and Directors) will be given a copy of any findings and recommendations.
- If Bristol Dyslexia Centre is at fault we will apologise and tell you what we will do to put matters right.
- Written records will be kept for all complaints with results of action taken. All correspondence, statements and records of complaints will be kept confidential. However, it may be necessary to disclose some information to the Local Authority should they ask for access.