

## Complaints Procedure: NW3 Speech Studio

1. 1) The client, by agreeing to our terms and conditions, agrees to be bound by our complaints procedure. This includes consenting for the nature and details of the complaint to be passed on to an independent 3<sup>rd</sup> party (who are bound by GDPR to only use that information for the purpose of dealing with the complaint and keep it 100% confidential). An independent 3<sup>rd</sup> party may be a supervisor or a mediator.
2. 2) We take complaints seriously and we aim to ensure that all our clients are pleased with their experience of our service. When a client complains, he/she is dealt with courteously and promptly so that the matter is resolved as quickly as possible. This policy is based on these objectives.
3. 3) In responding to a complaint, we aim to treat you the way we would like to be treated if we were in your position. We aim to respond to your complaint effectively and ensure that we take the opportunity to learn and improve our service.
4. 4) The person responsible for dealing with any complaint about the service which we provide in the first instance will be Layla Parsons, [layla@nw3speechstudio.com](mailto:layla@nw3speechstudio.com) 07931348949. NW3 Speech Studio is a trading name of Layla Parsons Ltd, a company registered in England and Wales, of company number 09855874.
5. 5) If a client makes a verbal complaint, we will listen to and offer to refer him or her to the director, Layla Parsons. Brief details of the complaint and pass them on.
6. 6) If a client complains in writing, the letter or email will be passed to the director as soon as possible. If a complaint is about any aspect of clinical care, it will normally be referred to a supervisor who may be a 3<sup>rd</sup> party outsourced by the clinic to ensure fairness and avoid bias as the clinic is a small team.
7. 7) We will acknowledge the client's complaint in writing and enclose a copy of this complaints policy as soon as possible, normally within five working days. We will seek to investigate the complaint and respond within a reasonable time period. We will notify the client, giving them an idea of the timescales.

### Step 1

8) The response will contain:

a) A summary of the investigation.

2. b) The decision as to whether your complaint has been upheld or not and the reasons for this decision.
3. c) Any redress which can be offered if appropriate, i.e., a verbal or written apology, a refund or deduction in fees or other appropriate measures.
4. d) A summary of any action to be taken as a result of the complaint.

9) If the investigation time needs to be extended, a letter will be sent to you outlining the rationale for this and the proposed date by which a response will be given. This will take

into account the nature of the complaint and the availability of information required to further the investigation.

10) Please note proper and comprehensive records are kept of any complaint received.

## **Step 2**

11) If the complaint is not resolved at this first level then it will be passed onto a 3<sup>rd</sup> party, outsourced supervisor (due to the nature of the organisation's small team) who will further consider the complaint in an unbiased fashion, with input from the complainant and the person who is the subject of the complaint.

## **Step 3**

12) If you are not satisfied with the response at step 1 & 2 then we would be prepared to mediate/negotiate what solutions the client would find acceptable and why by appointing an independent mediator to have a session, the cost to be initially shared by both parties equally, prior to any litigation or formal complaints to the regulator.

13) If matters cannot be resolved via up to 5 hours of mediation, the client agrees that they will obtain independent legal advice prior to making any considered letter of claim and/or prior to approaching the Regulator to confirm that the complaint indeed comes within their remit.

If you have any queries, please contact: Layla Parsons [layla@nw3speechstudio.com](mailto:layla@nw3speechstudio.com)

Last Reviewed: 17/11/2021