



# Feedback and Complaints Policy – Easy Read

## Who we are

National Neurodiversity Assessments is also called Speech and Language Therapy West Midlands Ltd. We provide speech and language therapy, autism and ADHD services.

## Your feedback matters

We want to hear from you if:

- You are happy with our service
- You have ideas to improve our service
- You are unhappy with any part of our service
- You feel we have not done things properly

## How you can give feedback

You can:

- Talk to your therapist
- Fill in a feedback form
- Complete an online survey

Email our Admin Team to request a feedback form:  
[info@saltwm.co.uk](mailto:info@saltwm.co.uk)

Online feedback form:  
<https://forms.gle/662GWNky77k9m3sc8>

## Making a complaint

If you want to make a complaint, please email:  
[info@saltwm.co.uk](mailto:info@saltwm.co.uk)



# National Neurodiversity Assessments

## Expert Multidisciplinary Diagnostic Services

Or you can call us on 07877645123

We ask for complaints in writing so we can investigate properly. If you call us, we will write it down for you.

### **Our promise to you**

We will:

- Treat you fairly and respectfully
- Be open and honest
- Keep information confidential
- Acknowledge your complaint within 3 working days
- Respond in writing within 10 working days

If we need more time, we will let you know.

### **Support**

We understand complaints can be difficult.

We can:

- Help explain the process
- Take complaints verbally and write them down
- Provide information in large print, audio, other languages
- Help you access advocacy services

### **What happens next**

A Company Director will investigate your complaint.

We will explain our decision clearly.

Complaints may be:

- Upheld
- Partly upheld
- Not upheld

If we are at fault, we will apologise and explain what we will do to improve.

### **Appeals**

If you are not happy with the outcome, you can appeal within 10 working days.



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A different director will review your complaint.

### **Learning and improvement**

We use feedback and complaints to improve our services, policies and staff practice.