

Complaints Policy

Complaints Policy

1. Policy Statement

The Yorkshire ADHD Clinic is committed to providing high-quality, person-centred care. We welcome all feedback, including complaints, as an opportunity to learn, improve, and ensure that our services meet the needs and expectations of those we serve. This policy outlines how we handle complaints in a fair, timely, and transparent manner.

2. Scope

This policy applies to:

- All service users, their families, carers, or representatives
- All staff, contractors, and volunteers
- All services delivered by the clinic, including remote and in-person assessments

3. Legal and Regulatory Framework

This policy complies with:

- **Health and Social Care Act 2008**
- **Regulated Activities Regulations 2014** – *Regulation 16: Receiving and Acting on Complaints*
- **CQC Registration Regulations 2009**
- **Local Authority Social Services and NHS Complaints (England) Regulations 2009**
- **CQC's Single Assessment Framework**

4. Definition of a Complaint

A complaint is any expression of dissatisfaction—whether oral or written—about any aspect of the care, treatment, or service provided by The Yorkshire ADHD Clinic.

5. How to Make a Complaint

Complaints can be made:

- Verbally (in person or by phone)

- In writing (email or letter)
- Via a representative (with consent)

We aim to make our complaints process accessible to all. Reasonable adjustments will be made for individuals with communication or cognitive needs.

6. Complaints Procedure

Stage	Action	Timeframe
1. Acknowledgement	Complaint is acknowledged in writing	Within 3 working days
2. Investigation	Complaint is investigated by the Registered Manager or delegated lead	Within 20 working days (or longer if complex)
3. Response	A written response is provided, including findings and any actions taken	Within 30 working days
4. Escalation	If unsatisfied, the complainant may escalate to the Parliamentary and Health Service Ombudsman or CQC	As appropriate

7. Confidentiality and Recordkeeping

- All complaints are handled in accordance with the **UK GDPR and Data Protection Act 2018**
- Complaint records are stored securely and separately from clinical records
- Anonymised complaints data is used for service improvement and audit

8. Learning and Improvement

- Complaints are reviewed quarterly by the governance team
- Themes and trends are analysed to identify areas for improvement
- Lessons learned are shared with staff and used to update policies and training

9. Unreasonable or Vexatious Complaints

- We are committed to respectful communication. Where a complaint becomes abusive, repetitive, or unreasonable, we may implement boundaries while still ensuring the core concern is addressed.



10. Contact Details

- **Complaints Lead:** Alice Wollerton (info@theyorkshireadhdclinic.co.uk)

Policy lead: Alice Wollerton