ELIJAH SOCIAL COGNITIVE SKILLS CENTRE
Dr Debora Elijah PhD MA DEA BSc (Hons)

997 Finchley Road, London, NW11 7HB
www.deboraelijah.com; pa@elijahsocialskills.co.uk; 0740 588 9912

Complaint Policy	
Responsible Committee:	CEO of ESCSC Dr Debora Elijah
Policy Coordinator:	Director of ESCSC Nivin Jaber
Date revised:	September 2024
Next review date:	September 2025

General Information

The Elijah Social Cognitive Skills Centre (ESCSC) is pleased to hear from its customers (parents/carers/children) when services are appreciated, but we also want to know when things go wrong. We are committed to dealing with complaints fairly and impartially and to providing a high-quality service.

This policy outlines the ESCSC's complaints procedure, how clients can raise a complaint about our services and how we aim to deal with the complaint, as quickly as possible and enable the ESCSC to learn and improve its services.

A complaint is:
"An expression of dissatisfaction, however made, about the standard of service received, action or lack of action taken by the ESCSC or its staff, which affect a customer/parent/carer/child."

How to Make a Complaint

If a person would like to make a complaint, they can do so via any of the following methods:

Email
Make a complaint via email to: *pa@elijahsocialskills.co.uk*

Letter
Make a complaint via letter by sending it to:
The Elijah Social Cognitive Skills Centre
997 Finchley Road, London, NW11 7HB

Information required

Please include the following information in a complaint:

- Full name of the person making the complaint
- Contact details (telephone and email)
- A clear statement that a complaint is raised

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- Any relevant to the complaint dates and times, names of staff members (please be mindful of using full children's names if the complaint involves other children)
- The type of services ESCSC has provided
- A key summary of the problem/s experienced and why the service was not satisfactory

What to Expect

Complaints will be processed and looked at during our business hours which are:
Weekdays 9 am – 5 pm

Complaints will be dealt with by our management team.

Acknowledgement

We will acknowledge a complaint within **7 business days** of our receipt of it.

Investigation

We will then conduct a thorough investigation into the complaint. We may need to contact the person making the complaint and other people involved to obtain further details during the investigation.

Response

A response to the complaint will ordinarily be provided via email or letter/whichever way the complaint was received.

We will ordinarily provide the full response within **25 business days** of our receipt of the complaint. Sometimes, the investigation may take longer. If this is the case, we will contact and inform the person making the complaint and will provide a revised timeframe within which a response should be expected to be received. Regular updates will be sent thereafter.

We may agree with all or some of the grounds of the complaint. If this is the case, we will aim to offer a satisfactory solution, which may include:

- A full refund
- A partial refund
- Provision of the services again
- Future action plan

We will offer the solution which we judge is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If we do not agree with the grounds of the complaint, the person making the complaint will be provided with full details to explain why this is the case.

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Professional Body

We are a member of HCPC *Health and Care Professions Council* registration number PYL32792. Details about this body can be found here: **https://www.hcpc-uk.org/**

We adhere to the relevant guidelines and codes of conduct prescribed by the above body. There is an option to contact this body about any complaint should this be deemed appropriate.

Legal Claims

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, a person may wish to obtain legal advice and/or explore other legal remedies which may be available.

Information about a person's legal rights as a consumer can be found on the Citizens Advice Bureau website.