



Providers of Asperger specialist services including: Training, Support, Assessment and Counselling.

Complaints Procedure: *(Also available in a visual format according to preference.)*

Spectrum First Ltd aims to deliver a professional, caring and courteous service at all times and **we would love you to provide feedback to us at any time by emailing us at the address below.** We hope that no one would need to make a complaint about our service. However, if you feel that you have not received the best possible service from us then please do let us know. We would also like to hear from you if you have suggestions for improvements.

Should you make a complaint, we guarantee that we will:

- Treat it seriously
- Deal with it promptly and confidentially without prejudice.
- Investigate and offer explanations for what happened.
- Learn from your complaint and use it to review and improve our service.

There are 3 stages to our Complaints Procedure:

Stage one:

If you are unhappy with some aspect of our service, you should let your Study Skills Tutor or Mentor know so that they can try to correct it. If you are still unhappy despite their response, then please ask to speak to their manager who will also try to help and resolve the difficulty as quickly and efficiently as possible.

Stage two:

If you're still unhappy with the response that you received at Stage 1 of your complaint, then you should write to or email the Company Secretary at our Head Office. They will investigate your complaint further and you will receive a response from them within 10 working days from when we receive your letter or email.

Stage three:

If you are unhappy with the response that you received at Stage 2 of the Complaints Procedure, then you can take your complaint to the Complaints Officer who will be appointed to make a detailed investigation of your complaint. At this stage, you can expect to receive a response within 15 working days from when we receive your letter.

The address to write to is:

Spectrum First Ltd, 52 Ryegate Road, Broomhill, Sheffield

or, you could email enquiries@spectrumfirst.co.uk.

Please mark your email FAO The Company Secretary at Stage 2 of the Complaints Procedure

or

FAO The Complaints officer , if your complaint is at Stage 3 of the Complaints Procedure.

If you are unable to make your complaint in writing, you can e-mail the Complaints Officer with your contact details. Someone will then contact you as soon as possible to provide you with an alternative means of making your complaint.

Final Stage:

If you are still unhappy with the response that you received at the completion of Stage 3 of the Complaints Procedure, then you should take your complaint to your Disability Advisor at your University.