

ASI Wise – Complaint Procedure

ASI Wise & Sensory Project is committed to providing high-quality services and education in Ayres Sensory Integration. We value feedback from all individuals and organisations we work with and take complaints seriously as an opportunity to improve our services. This complaint procedure outlines the steps for raising concerns and the process we follow to address them.

Step 1: Informal Resolution

First, we encourage you to discuss your concern directly with the individual or team involved. Many complaints can be resolved quickly through informal communication, and we aim to resolve matters constructively and respectfully.

If you are still determining who to contact or feel uncomfortable addressing the concern directly, please proceed to Step 2.

Step 2: Submitting a Formal Complaint

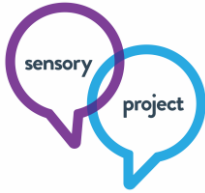
You may submit a formal complaint if the issue cannot be resolved informally. Formal complaints should be made in writing and include the following information:

- Your name and contact details
- A detailed description of the issue or concern
- Relevant dates, times, and individuals involved
- Any supporting documentation or evidence

Complaints can be submitted via email or post to the following addresses:

- **Email:** hello@asi-wise.org

Upon receipt of your complaint, we will acknowledge your communication within five working days.



Step 3: Investigation

Once your formal complaint has been received, we will appoint a senior staff member to investigate the matter. This process may involve:

- Reviewing all relevant documents and communication
- Conducting interviews with relevant staff members or individuals
- Clarifying any additional information required from you

We aim to complete the investigation within 20 working days. If more time is needed, we will inform you of the delay and the expected timeline for a response.

Step 4: Outcome

After the investigation is complete, we will provide you with a written response outlining:

- The findings of the investigation
- Any actions we will take to resolve the issue
- Any measures we will implement to prevent similar problems in the future

We will ensure that any appropriate corrective actions are implemented as soon as possible.

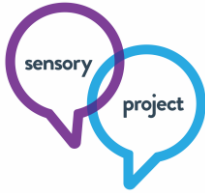
Step 5: Appeal

If you are dissatisfied with the outcome of the investigation, you may appeal the decision. You must submit your appeal in writing within ten working days of receiving the outcome.

Appeals should be directed to:

- **Email:** hello@asi-wise.org

A member of the Board of Directors or Leadership Operational Team member who was not involved in the initial investigation will review your



appeal. You will receive a written response to your appeal within 20 working days.

Step 6: External Review

If you remain dissatisfied after the appeal process, you may refer your complaint to an external body for review, such as a professional regulatory organisation. We can provide guidance on the relevant bodies based on the nature of your complaint.

Confidentiality and Data Protection

ASI Wise is committed to maintaining the confidentiality of all complaints. Personal information will only be shared with those directly involved in the investigation process, and we will handle all data in line with our privacy policy and current data protection laws.

Contact Us

For any questions or clarifications about our complaint procedure, please get in touch with us at:

- **Phone:** 0117 313 8428
- **Email:** hello@asi-wise.org
- **Website:** www.sensoryproject.org