

## Optimus Dyslexia Assessment Services - Complaints Policy

We are dedicated to maintaining high professional standards at all times but if you are not satisfied, please contact us. We will handle your concern promptly and in a fair manner. We will try to find a solution wherever we can, and we welcome your feedback.

### Stage 1

If you have a complaint or are dissatisfied in any way, please contact us:

Email: [sally.optimusdyslexia@gmail.com](mailto:sally.optimusdyslexia@gmail.com) or [hilary.optimusdyslexia@gmail.com](mailto:hilary.optimusdyslexia@gmail.com)

Write to: 117 Mannamead Road, Plymouth, Devon, PL3 5LL or

Higher Woolaton Farmhouse, St Mellion, Cornwall PL12 6RN

### Stage 2

From receiving your written complaint, we will contact you within 2 working days to acknowledge receipt.

### Stage 3

We will attend to your complaint and seek a resolution. You will be contacted within 10 working days of our receiving your complaint.

### Stage 4

If you are dissatisfied with our response and a resolution has not been reached you may wish to contact our professional body, Patoss. A link to the relevant page can be found below:

<https://www.patoss-dyslexia.org/Complaints>