

Optimus Dyslexia Assessment Services

Dyslexia Screening and Assessment for Adults and Young
People, Plymouth Devon and Cornwall.

www.optimusdyslexia.co.uk



Complaints Policy

This policy applies to employers where they have instructed the screening or assessment and the client undertaking the test.

We are dedicated to providing you with a high level of service at all times, but if you are not satisfied, please contact us. We will handle your complaint 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: hilary@optimusdyslexia.co.uk or sally@optimusdyslexia.co.uk

Write to: Mrs H. Gill, Higher Woolaton Farmhouse, St. Mellion, Cornwall PL12 6RN
Mrs S. Agobiani, 117, Mannamead Road, Plymouth, Devon. PL3 5LL

Stage 2

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

Stage 3

Your complaint will be investigated and we will seek a resolution and contact you again within 10 working days of you first contacting us.

Stage 4

If you are dissatisfied with our response and a resolution has not been reached you may wish to contact the Chief Executive of our professional body - PATOSS. Details can be obtained from their website www.patoss-dyslexia.org.