

Appeals and Complaints Policy

Diversita Consulting Limited

Purpose:

Diversita Consulting Limited is committed to providing high-quality services to both our neurodivergent job seekers and our employer clients. This Appeals and Complaints Policy outlines the procedures for raising and resolving any concerns or dissatisfaction related to our services.

Scope:

This policy applies to all complaints and appeals regarding:

- The quality or appropriateness of services provided by Diversita Consulting Limited
- Any perceived unfair or discriminatory treatment by Diversita staff or representatives
- Any concerns regarding the handling of personal or sensitive information

Procedure for Raising a Complaint or Appeal:

1. **Initial Contact:** In the first instance, please raise your concern directly with the consultant or staff member involved. Many issues can be resolved quickly and informally at this stage.
2. **Formal Complaint:** If you are not satisfied with the initial response or if you prefer to make a formal complaint, please contact Giulia Guida Crawley (gcrawler@diversita.co.uk), our designated Complaints Officer. Please provide the following information:
 - Your name and contact details
 - Details of the service or interaction you are complaining about
 - The names of any Diversita staff involved
 - A clear description of your complaint or concern
 - What outcome you are seeking

Investigation and Response:

1. **Acknowledgement:** Upon receipt of your complaint, Giulia Guida Crawley will acknowledge it within 3 working days.
2. **Investigation:** Your complaint will be investigated thoroughly and impartially. This may involve:
 - Reviewing relevant documentation and records
 - Interviewing relevant staff members or witnesses
 - Gathering additional information as needed

3. **Response:** You will receive a written response to your complaint within 10 working days of the acknowledgement. This response will:
- Summarize the findings of the investigation
 - Explain any actions taken or to be taken to address your concerns
 - Outline any further steps you can take if you are not satisfied with the outcome

Appeals:

If you are not satisfied with the outcome of your complaint, you may appeal the decision in writing to the Managing Director of Diversita Consulting Limited within 10 working days of receiving the response. The Managing Director will review the case and provide a final decision within 10 working days.

Confidentiality:

All complaints and appeals will be handled with the utmost confidentiality. Personal information will only be shared with those directly involved in the investigation and resolution process.

Review:

This policy will be reviewed annually and updated as needed to ensure its effectiveness.

Additional Considerations for Neurodivergent Job Seekers:

- We recognize that individuals may have different communication preferences or require additional support when raising a complaint. Please let us know if you need any accommodations or assistance.
- We are committed to creating a safe and inclusive environment where everyone feels comfortable raising concerns. We will not tolerate any form of retaliation or discrimination against individuals who make a complaint.

By adhering to this policy, Diversita Consulting Limited aims to maintain the highest standards of service and ensure that any concerns are addressed fairly and transparently.