# A logo with text and hands AI-generated content may be incorrect.

# Complaints Policy

Company Name: That ADHD Woman  
Policy Author: Katherine Irvine  
Date of Completion: 06.06.25   
Review Date: 05.06.26  
  
1. Purpose  
To provide a clear process for managing complaints from service users, partners, and the public.  
  
2. Scope  
This policy applies to all complaints received about services, staff, volunteers, or organisational practices.  
  
3. Key Principles  
- Accessibility: Clear information on how to complain  
- Transparency: Fair investigation process  
- Accountability: Lessons learned and improvements made  
  
4. Complaint Process  
- Stage 1: Informal resolution by relevant team member  
- Stage 2: Formal investigation by senior manager or board  
- Stage 3: Right to appeal to board of directors  
  
5. Confidentiality and Data Protection  
All complaints will be handled confidentially in line with data protection laws.  
  
6. Monitoring and Reporting  
Complaints will be logged, monitored, and reported to the board for review and continuous improvement.  
  
7. Review  
This policy will be reviewed annually or after significant complaints to ensure effectiveness.