

UNCOMMON COMPLAINTS POLICY

This policy explains Uncommon's commitment to providing a safe, supportive, and neuro-affirming environment. It outlines the process for raising concerns or complaints, ensuring that everyone feels heard and respected.

Aim

At Uncommon, we are dedicated to providing neuro-affirming services in a supportive and safe environment for all. We value **Connection**, **Community**, and **Growth**, and our services are built on an understanding of the diverse needs of neurodivergent individuals. If you have concerns or complaints, we encourage open communication to help us continue delivering the best possible experience for everyone.

What's the Difference Between a Concern and a Complaint?

- A **concern** is an expression of worry or uncertainty where you are seeking reassurance or clarification.
- A **complaint** is a formal expression of dissatisfaction with an action taken, or a lack of action.

At Uncommon, we aim to address both concerns and complaints promptly and respectfully, in line with our neuro-affirming values, ensuring that everyone feels heard.

Raising a Concern

1. If you have a concern, we encourage you to start by discussing it directly with the relevant mentor, facilitator, or staff member at the end of your session.
2. If this isn't possible, you don't feel comfortable doing this, or if the issue is not resolved to your satisfaction, please reach out to hello@uncommon.org and the customer service team will explore your concern further, with the support of relevant staff.

We aim to resolve concerns informally, whenever possible, in a way that honors the unique perspectives and needs of neurodivergent individuals.

Making a Formal Complaint

If a concern cannot be resolved informally, or if you wish to raise a matter formally, please submit a written complaint.

- Complaints should be submitted to Kirsten at hello@uncommonminds.co.uk



- Complaints should be made within one month of the incident, or within one month of the last in a series of incidents. Complaints outside this timeframe will only be considered under exceptional circumstances.

Resolving Complaints

Our goal is to handle complaints with care and transparency:

- We will acknowledge your complaint within three working days and aim to provide a full response within ten working days.
- If further investigation is required, we will keep you informed and provide a revised timeframe if needed.

If you remain unsatisfied after our formal response, please notify the Founder, kirsten@uncommonminds.co.uk who will bring the matter to the attention of Uncommon's leadership team for further review.

Neuro-Affirming Commitment

We understand that navigating concerns and complaints can be particularly sensitive in a neurodivergent context. At every stage, we aim to communicate in ways that are clear, compassionate, and accommodating to your needs. We will consider the impact of our actions and our responses on neurodivergent individuals and adapt our communication and processes as necessary.

Lastly, we always appreciate hearing about the things that are going well—please let us know when you're happy with our services!