Complaints Procedure

Neuro-Inclusive Hospitality CIC

26 May 2026
Document Owner: *Josh Biggins & Corey Palmer*
Next Review: May 2027

Purpose

Neuro-Inclusive Hospitality CIC ("NIH") is committed to delivering high-quality, inclusive training and consultancy. We recognise that, however hard we try, things will sometimes go wrong. When that happens, we want to know quickly, clearly, and with the chance to put it right.

This procedure sets out how anyone, a participant, a client organisation, a partner, a member of the public, or a member of our own team, can raise a concern or complaint, and how we will respond.

Our commitment to you

We will take every complaint seriously.

We will not penalise you in any way for raising one directly or indirectly.

We will respond in plain English and offer reasonable adjustments to how we communicate with you at every stage.

We will tell you what we have learned and what we are changing as a result.

Scope

This procedure applies to any concern about:

- the quality, content, or delivery of NIH training or consultancy;
- the conduct of a member of NIH staff, an associate trainer, or a representative;
- the accessibility or inclusivity of any aspect of our service;
- the way we have handled personal data (see also our GDPR Policy);
- any safeguarding, equality, or health & safety matter relating to our work.

Concerns about a client organisation's own conduct (e.g. an employer's treatment of a neurodivergent worker after our training) fall outside this procedure but we will, with consent, help you to identify appropriate routes.

How to raise a concern

You can contact us in whatever way works for you:

Email	Joshbiggins@nihcic.com / Coreypalmer@nihcic.com
Post	10 Falsgrave Road, Scarborough, YO12 5AT
Telephone	07487667044
In person	Speak to the lead trainer at the session, or ask to speak privately

If you need a reasonable adjustment to make a complaint, for example, dictation, a different format, a quieter channel, or extra processing time, please tell us, and we will arrange it.

Stage 1 — Informal resolution

Most concerns can be resolved quickly and directly. Where you are comfortable doing so, please raise the matter with the trainer, account lead, or NIH representative involved at the earliest opportunity. They will:

- listen to your concern;
- acknowledge it within 2 working days;
- propose a way to resolve it within 5 working days or explain why more time is needed.

You can move straight to Stage 2 at any time, and you do not need to attempt Stage 1 first.

Stage 2 — Formal complaint

If informal resolution has not worked or is not appropriate, you can make a formal complaint.

How to submit

Send your complaint in writing (email or letter) to **Corey Palmer** at **coreypalmer@nihcic.com** or **10 Falsgrave Road, Scarborough, YO12 5AT**, or if writing is not accessible to you, ask for the complaint to be taken down by phone or video call on **07523704107**.

Please include, where possible:

- your name and contact details;
- the date, course, or interaction the complaint relates to;
- a description of what happened and how it affected you;
- the outcome you are seeking.

What we will do

1. Acknowledge your complaint, in writing, within 5 working days.
2. Allocate an investigating officer (normally the Director, unless they are subject to the complaint, in which case an independent associate is appointed).
3. Investigate proportionately, which may include reviewing records, speaking to those involved, and inviting you to share further information.
4. Provide a written response within 20 working days of acknowledgement, setting out our findings, any actions we will take, and your right to appeal.
5. Where 20 working days is not realistic, for example, where multiple parties need to be interviewed, we will write to you to explain the delay and provide a revised timeline.

Stage 3 — Appeal

If you are dissatisfied with the Stage 2 response, you may appeal within 20 working days of receiving it.

Your appeal will be reviewed by a person not previously involved in the matter. For small NIH cases, this will be an independent associate or Board observer; we may, where

appropriate, commission an independent reviewer. The appeal reviewer will respond in writing within 20 working days of receiving your appeal.

The Stage 3 response concludes our internal procedure.

External escalation

After Stage 3, or in parallel, where the complaint relates to a regulated matter, you may escalate to:

- The Accreditation Group for matters relating to our accredited training: *[Accreditation body contact]*
- The Information Commissioner's Office (ICO): for complaints about personal data: ico.org.uk, 0303 123 1113.
- Companies House for matters relating to our status as a CIC: gov.uk/government/organisations/companies-house.
- The Office of the Regulator of Community Interest Companies: for concerns about our community-interest purpose: gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies.

Confidentiality and non-retaliation

We treat complaints in confidence. We will share information only with those who need it to investigate or to act on the outcome. We will never disadvantage anyone participant, employee, associate, or partner for raising a concern in good faith.

Vexatious complaints

In rare cases where complaints are pursued in a way that is abusive, repetitive after exhaustion of this procedure, or designed to disrupt our work rather than resolve a genuine concern, the Director may restrict the channels of communication or decline to engage further. Any such decision will be recorded and reviewed at least every six months.

Monitoring and learning

All complaints are logged in a central, restricted-access complaints register. Anonymised themes are reviewed by the Director quarterly and reported in the annual community-interest report. Where a complaint identifies a change we need to make, we record what we are changing and when, and we follow up to make sure it has happened.

Review

This procedure is reviewed at least every 12 months, or sooner if our services, regulatory environment, or scale materially change. Next review: 26 May 2027.

Authorisation

Name	Corey Palmer
Role	Director, Neuro-Inclusive Hospitality CIC
Signature	*C. Palmer*
Date	06/06/2026