

# **Autism Explorers CIC: Complaints Procedure Policy**

**(Last updated: March 2026)**



**Autism Explorers CIC: Reviews & Feedback**  
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Autism Explorers CIC is a community group within Norfolk providing support for children with SEND and their families through; regular provisions and services such as, Sensory Saturday Stay & Plays that are child-led play, inclusive trips, events and workshops.

**Complaints Procedure:**

If you are not satisfied with any aspect of our provisions or services, we encourage you to speak with an Autism Explorers CIC team member or write to us via email; [helloautismexplorers@gmail.com](mailto:helloautismexplorers@gmail.com) at the earliest opportunity.

How to Lodge a Formal Complaint: Complaints made in writing via email should clearly state the nature of the issue and outline the reasons for your dissatisfaction.

Our Commitment: Autism Explorers CIC will address all complaints promptly. Where necessary, a full investigation will be conducted. We are committed to handling all grievances in a timely, fair, and transparent manner. We aim to reach a resolution that supports the wellbeing of our families and the integrity of our services.

**Changes to our Terms and Conditions & Policies**

Autism Explorers reserves the right to change, amend and update our terms and conditions and policies at any time.

The latest versions will always be available on our website <https://www.autismexplorersnorwich.com/> or by written request via email.

By booking and using our services you are agreeing to our terms and conditions.  
Last Updated: Monday 9th March 2026

**Contact Information**

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