

## <Your Company Name> Complaints Procedure

### Step 1

### Step 2

Place your logo here



<Your Company name> wants its services to be excellent -

but we know things can go wrong.  
If they do - we want you to tell us.

First of all contact your Hearing Aid Audiologist or Hearing Centre directly; they will wish to hear from you and to do what they can to resolve any problem. If you're not sure of the correct person to contact, simply phone or email using the details on the contact page at the back of this leaflet. However, if you feel your concern has not been resolved or handled satisfactorily you can make a formal complaint.

Here's what to do...



## <Your Company name> & BSHAA... ...working together for your benefit

### Making a complaint: Step 1

Contact <insert your company name> using the details on the contact page.

Make it clear that you are still not satisfied and now wish to make a formal complaint. Your formal complaint should usually be in writing. You can send a letter or email using the details on the contact page.

### Tell us what happened

We need to know from you:

**Your name, address and telephone number**

**Information about what went wrong and when and where it happened.**

We will let you know we have received your complaint within **5 working days**.

We will investigate your complaint and you will receive a response and/or explanation as soon as possible, no later than **20 working days** after we receive it.

### Step 2

If you feel that we have not resolved your complaint to your satisfaction you can contact the British Society of Hearing Aid Audiologists (BSHAA).

BSHAA's Conciliation Officer will then work to resolve the problem.

To start this process you can complete a Complaint Form online at **www.bshaa.com** or get in touch with BSHAA using the details on the contact page.

### Step 3

If you are not happy after the Conciliation Officer has tried to help, you can ask BSHAA for access to binding **Independent Arbitration**. This will be at no cost to you.

The above process is designed to offer a comprehensive process for finding a positive outcome to your complaint.

We wish to assure you that the BSHAA complaints resolution process will always be **FREE** of charge to yourself.

## If I'm still not happy

### Who else could help me?

You may contact the Health Professions Council who are responsible for our dispenser's professional standards. See the contact page for full details.

We are members of the British Healthcare Trades Association and have signed up to their Code of Practice which has the full approval of the Office of Fair Trading under the Consumer Codes Approval Scheme. The OFT only approves codes that have proved effective in safeguarding and promoting the interests of consumers beyond the basic requirements of the law.

You may seek the assistance of the Citizens' Advice Bureau. You will find their contact details in Yellow Pages, your local library, or telephone their Head Office on the contact page.

You may at any time instruct a solicitor and proceed through the courts, however, this may exclude you from using BSHAA's services.

Nothing in this leaflet affects your statutory rights.



## Contact

### Organisations that may help you

#### Your Company name

Your Company address

Your address

Your town Your postcode

#### Your Company web site

#### Your Company phone number

#### British Society of Hearing Aid Audiologists

6th Floor, Remo House

310-312 Regent Street

London W1B 3BS

[secretary@bshaa.com](mailto:secretary@bshaa.com)

01371 876 623

#### Health Professions Council,

Park House,

184 Kennington Park Road,

London, SE11 4BU

[ftp@hpc-uk.org](mailto:ftp@hpc-uk.org)

020 7582 0866

#### British Healthcare Trades Association

New Loom House, Suite 4.06

101 Back Church Lane,

London, E1 1LU

[bhta@bhta.com](mailto:bhta@bhta.com)

020 7702 2141

#### Citizens Advice

020 7833 2181

*Place your logo here*

If things go wrong...  
...we'll help to put them right



Assuring high quality  
Professional Hearing Care

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An independent Company

