

Honiton Hearing Centre

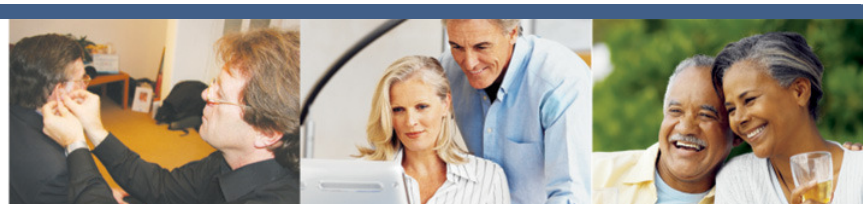
Colin & Sam will treat you with the Care, Respect and Dignity you Deserve, because we both want our services to be excellent –

By signing up to the BSHAA customer care scheme we are pledging ourselves to you as clients. We know things can go wrong and if they do we want you to tell us Here's what to do...

First of all contact us directly; we wish to hear from you and to do what we 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.



Colin & Sam



Honiton Hearing Centre & BSHAA... ...working together for your benefit

Making a complaint: Step 1

Contact Honiton Hearing Centre 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 Hearing Aid Council. The Council's duties include ensuring adequate standards in dispensers' conduct and competence. See the contact page for full details.

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.



Organisations that may help you

Honiton Hearing Centre

12 New Street
Honiton
Devon EX14 1EY

E-mail: colin@honiton-hearing.co.uk

Tel: 01404 47070

British Society of Hearing Aid Audiologists

6th Floor, Remo House
310-312 Regent Street
London W1B 3BS

E-Mail: secretary@bshaa.com

Tel: 01371 876 623

The Hearing Aid Council

70 St. Mary Axe
London EC3A 8BE

E-mail: hac@thehearingaidcouncil.org.uk

Tel: 020 3102 4030

Citizens Advice

Administration Office
Myddelton House,
115-123 Pentonville Road
London N1 9LZ

Tel: 020 7833 2181



Assuring high quality
Professional Hearing Care

Honiton Hearing Centre

Honiton Hearing Centre

Partners: Colin Eaton RHAD FSHAA &
Sam Eaton Dip.ILCA
An Independent Family Firm

