



Treating our Customers Fairly

The information overleaf is designed to offer a comprehensive process for finding a positive outcome to any problems but does not affect your statutory rights in any way.

We want our services to be excellent but we know things may sometimes go wrong. If they do, we want you to tell us.

In the first instance

Please contact your Hearing Care Professional or Hearing Centre: they will wish to hear from you and will do what they can to resolve any problem.

If you feel your concern has still not been resolved or handled satisfactorily, you can make a formal complaint.



Our simple but total commitment to you

At Hidden Hearing, we will always...

- Act in your best interests
- Value the diversity of our customers
- Take the time to understand your individual hearing needs
- Behave with integrity and honesty
- Protect your confidential information
- Support you for as long as you need us to
- Continually improve our service to you

**We want you to be so pleased with our
service that you tell your friends**

www.hiddenhearing.co.uk



All our hearing aid dispensers are registered with the Health Care Professions Council and meet the standards set by the Health and Care Professions Council

Step 1

You should formally make your complaint to our Customer Services Department, you can do this by:

- Calling us on **0800 740 8670**: we will take the details of your complaint, or, if you wish, we will send you a formal document for you to complete and return (we will send a reply envelope). This form is also available at all our hearing centres.
- Or, you can write to **Complaints Dept; Customer Services, Medway Street, Maidstone, Kent ME14 1HL**
- Or, you may register your complaint by email: **complaints@hiddenhearing.co.uk**

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 five working days. We will investigate your complaint and you will receive a response no later than 20 working days after we receive it.

Step 2

If you are still not happy with the response you receive, you will be able to contact our Managing Director. The Managing Director will acknowledge within five working days and a full response will be sent as soon as possible, but within no more than 20 working days from the date you contact us.

Step 3

If you feel that we have not given you a satisfactory explanation, you can contact the Conciliation Officer at the **British Society of Hearing Aid Audiologists (BSHAA)** who will endeavour to solve your concerns:

British Society of Hearing Aid Audiologists
City Wharf
Davidson Road
Lichfield
Staffordshire WS14 9DZ

01543 442155
secretary@bshaa.com

Step 4

If you are not happy at this point you may seek the assistance of the Independent Arbitrator appointed by BSHAA. Please note, both parties will be bound to accept the findings of the Independent Arbitrator.



Other useful contacts

You may of course, instruct a solicitor and proceed through the Courts. Note this may exclude you from using BSHAA's services.

You may seek the assistance of **Citizen's Advice Bureau** (for telephone number, see your local Yellow Pages or www.citizensadvice.org.uk).

The **Health & Care Professionals Council** is responsible for setting the standards of training, professionals skills and behaviour for private sector hearing aid dispensers.

The address of the Health & Care Professions Council is:

Park House
184 Kennington Park Road
London SE11 4BU

Hidden Hearing Limited

Meadow House
Medway Street
Maidstone
Kent ME14 1HL

0800 740 8670

www.hiddenhearing.co.uk

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