

Complaints Resolution

We hope that all of our patients will receive our usual high level of service. However if something goes wrong in the course of your treatment, we would ask that you let us know so we can resolve the issue as quickly as possible and look to prevent it from happening in future.

In the first instance:

Please speak to your audiologist. They are usually best placed to do what they can to resolve any problem.

If you feel your concern has still not been resolved or handled satisfactorily you can take the following steps to make a formal complaint:

Step 1

Formally make your complaint to the Hearbase NHS Support team. You can do this by:

- Calling us on 01303 256 995:
- Write to NHS Support Team; Hearbase Ltd., 140 Sandgate Road, Folkestone, Kent, CT20 2TE
- Email your complaint to: nhssupport@hearbase.com

Please include the following detail:

- Your name
- Contact details – phone, email/address
- The Hearbase consultant who you met with
- The date and location of your appointment
- Details of your complaint and why you are unsatisfied

We will confirm receipt of your complaint within 5 working days. We will investigate your complaint and you will receive a response no later than 20 working days after receipt by Hearbase.

Step 2

If you are still unhappy with the response you receive, you can escalate the matter to our Managing Director. They will acknowledge the escalation within 5 working days and respond accordingly.

Step 3

If you still feel that we have not given you a satisfactory resolution to your complaint and you would like to resolve the issue outside of Hearbase, you can contact your local NHS Clinical Commissioning Group (CCG). Details of your nearest CCG can be found on the following website (<https://www.england.nhs.uk/ccg-details>).

If you would like this, or any other documentation provided to you by Hearbase in an alternative format such as large print, braille or another language, please call 01303 256 995.