

## COMPLAINTS PROCEDURE

Version 1 [March 2021]

If you would like to make a formal complaint about the service you have received at Chear, please use the following procedure. It is our policy to respond and resolve any complaints as quickly as we possibly can.

- Chear welcomes feedback from service users. Please feel free to discuss any issues you may have with the audiologist you have seen.
- If you feel the problem has not been resolved, a complaint may be made by telephone, in person, in writing or by email if possible, to:

**Chear Ltd**  
**30 Fowlmere Road**  
**Shepreth**  
**Royston**  
**Herts SG8 6QS**

**Telephone: 01763 263333**  
**email: [info@chears.co.uk](mailto:info@chears.co.uk)**

- A complaint must be made no longer than 12 months after the event occurred or, if later, the date the event came to the notice of the complainant.
- All complaints will be acknowledged in written form as soon as possible, and will be dealt with by someone with sufficient seniority to resolve the issues.
- Complainants will receive, as far as is reasonably practical, assistance to enable them to understand the complaints procedure, and advice on where to obtain such assistance.
- Chear can only accept complaints from a representative of the complaint if the service user has given their consent *or* where the service user cannot complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005, *and* where the representative is acting in the service user's best interests – for example, where the matter complained about, if true, would be detrimental to the service user.
- Chear will keep the complainant informed about the progress of the investigation. The complainant may be invited to attend a meeting with the director of Chear. The outcomes will be minuted and sent to the complainant.
- Chear aims to complete any investigation within six months unless agreed otherwise with the complainant.

Contact office: Chear Ltd, 30 Fowlmere Road, Shepreth, Royston SG8 6QS