



HEARING HELP ESSEX

COMPLAINTS PROCEDURE

Hearing Help Essex aims to provide its clients and volunteers with the best possible service.

We recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect.

Your continued custom and good will is greatly valued by us and therefore if you have a complaint to make, we would like you to tell us about it.

IF YOU WISH TO COMPLAIN, THIS IS WHAT YOU SHOULD DO:

1. The complaint should be made in person, by telephoning, emailing, or writing to the CEO who will acknowledge in writing within seven days of the receipt of any complaint.
2. The CEO shall, in consultation with the Chair of Hearing Help Essex, undertake to investigate the circumstances leading to the complaint.
3. The CEO shall communicate the results of the investigation to the complainant within a reasonable time, normally twenty-one days.
4. The complainant shall have the right, if dissatisfied with the result of the enquiry to put his/her case personally to the Board of Trustees of Hearing Help Essex.
5. The Board of Trustees shall be regularly informed by the CEO of the number and nature of any complaints and the outcome.
6. Where appropriate, Hearing Help Essex shall make a written apology (signed by the chair of the Board of Trustees) to the complainant.
7. The Board of Trustees will review their practices and procedures in light of the complaint and alter these where it is felt necessary.

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