Patient Complaints Procedure:

1. Submission of Complaint:

Patients can submit complaints in writing via email to our Operations Manager, Nicci Aylott at complaints@harleysthearing.co.uk, via letter to Harley Street Hearing FAO Nicci Aylott, 2 Harley Street, London, W1G 9PA or via our Contact Us page on our website.

2. Acknowledgment of Complaint:

Upon receipt of a complaint, we will promptly acknowledge it, confirming the details and the expected timeline for resolution.

3. Investigation:

Our Operations Manager will thoroughly investigate the complaint. This may involve consulting relevant records, speaking with involved parties, and gathering necessary information.

4. Resolution:

We are committed to resolving complaints as quickly as possible. Once the investigation is complete, you will be informed of the outcome, along with any proposed actions or solutions.

5. Escalation:

If you are dissatisfied with the initial resolution, you have the option to escalate the matter. This involves a review by a higher authority within the practice, ensuring a fair and impartial assessment.

6. External Review:

If the complaint remains unresolved after internal escalation, you may choose to seek an external review through relevant regulatory bodies, ie The Health and Car Professions Council or ombudsman services.

7. Feedback and Improvement:

Feedback from complaints is valuable for continuous improvement. We encourage patients to share their experiences, even if their concerns have been addressed, as it helps us enhance our services.

8. Documentation:

All stages of the complaints process, including correspondence and resolutions, will be documented for quality assurance and future reference.

9. Confidentiality:

Patient confidentiality will be strictly maintained throughout the complaints procedure. Information will only be shared with those directly involved in the resolution process.

10. Regular Review:

The complaints procedure will be periodically reviewed to ensure its effectiveness and compliance with any relevant regulations. Any necessary updates will be implemented promptly.

By implementing and communicating this complaints procedure, we aim to ensure transparency, accountability, and the highest standard of patient care at Harley Street Hearing.