



Complaints Policy

How Hearing Sound Solutions will help you if you have a complaint

Your complaint, concern or feedback will help us to improve the services we provide.

Hearing Sound Solutions is committed to delivering excellent service and client outcomes. Please discuss any issues you may have with your audiologist or a staff member at Hearing Sound Solutions as an initial step towards resolution.

If you have ongoing concerns about hearing aids or other devices purchased elsewhere, you will need to contact the provider from which you originally purchased the device.

If you wish to submit a formal complaint about a product or service you received at Hearing Sound Solutions, please submit the complaint in writing either via email to hearingsoundsolutions@gmail.com or by post to:

**Customer Care
Hearing Sound Solutions
Shop 1, 142 Terralong Street,
Kiama, NSW 2533**

When lodging your formal complaint, please document the following:

- your name, address, phone number and email;
- the product or service you received from Hearing Sound Solutions;
- the details of your complaint;
- the action(s) you are seeking in order to resolve your complaint; and
- how you wish to be contacted (telephone or email).

Within 10 business days of receiving your complaint, the clinic manager will contact you in writing to confirm receipt. The clinic manager will then investigate your complaint.

Within 28 business days of you lodging a complaint, you will be provided with a written response explaining the outcome of the investigation, or if the investigation is still ongoing, a status report on the investigation.

If you are not happy with how your complaint is being handled, there are a number of professional bodies and government departments who may be able to assist, including:

The Department of Health – Office of Hearing Services

You may contact the Department of Health Call and Information Centre, from 8.30am to 5.00pm (EST and ESDST) business days on 1800 500 726.

You may email hearing@health.gov.au or write to:

**Hearing Services
Department of Health
GPO Box 9848
Canberra ACT 2601**

Audiology Australia

(Ph) 03 9940 3900

You may email info@audiology.asn.au or write to:

**Audiology Australia Ltd
Suite 101, 13 Cremorne Street
Cremorne VIC 3121**

You may access the Audiology Australia's Code of Conduct online at: www.auderc.org.au. Audiology Australia's Ethics Officer can be contacted at ethics@auderc.org.au or (03) 9940 3911.

The Australian Competition and Consumer Commission (ACCC). For more information visit www.accc.gov.au, or www.consumerlaw.gov.au

If you feel we have breached the privacy act, you may contact:

The Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or email enquiries@oaic.gov.au. Further information is available on their website: www.oaic.gov.au.