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**Complaints Procedure for The Private Ear Clinic Ltd**

Who can complain?

A complaint can be made by a client or person directly affected by the actions or decisions of a Private Ear Clinic Practitioner. A complaint can also be made by someone acting on behalf of the patient or person, with their consent, for example a parent or guardian.

When should I complain?

You should complain within 4 weeks of when the event occurred or within 4 weeks of becoming aware that you have something to complain about, providing it is still within 12 months of when the incident occurred. The Private Ear Clinic has the discretion to waive this time frame, if there is reasonable and just cause to do so.

How can I complain?

In the first instance, you can raise your concerns by speaking to a member of staff at the time or after the appointment, by contacting the General Manager or by the email given below, stating as many facts as possible. The member of staff or General Manager may be able to resolve your concerns without the need to make a more formal complaint. Alternatively, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

If you do wish to continue with a formal complaint you can do this by writing a letter or email addressed to:

Mrs P. Stannard, Managing Director  
38 High Street  
Wimborne  
Dorset  
BH21 1HT

Please mark your envelope as ‘Private and Confidential’

Email: info@private-ears.com

Your correspondence will be acknowledged within 7 working days of receipt, and you will receive a letter outlining your appointment and a full report of our investigation covering the points you raised within 21 working days after the acknowledgment.

We assure you that we will thoroughly investigate your complaint and endeavour to reach a result that you are satisfied with.

### When looking into your complaint, we will aim to:

* Find out what happened and what went wrong
* Make it possible for you to discuss the problem with those concerned
* Make sure you receive an apology, where this is appropriate
* Identify what we can do to make sure the problem doesn’t happen again

If you remain unsatisfied by our response and attempts to address your complaint or issues raised, you can make a complaint to the Care Quality Commission ([https://www.cqc.org.uk](https://www.cqc.org.uk/)).