

15 Hornby Street, Heywood, Lancashire OL10 1AA

COMPLAINTS PROCEDURE - Information for patients

Rochdale Ear Care Clinic is committed to providing a high quality ear wax removal healthcare service. However, we do recognise that there may be occasions when patients may wish to complain about an aspect of the service. If you feel you wish to discuss an issue of concern, or indeed make a complaint, we kindly ask that you bring this to the attention of a member of clinic staff as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

Verbal Complaints
If you wish to speak to someone about the service, please ask to speak to the Senior Nurse as soon as possible, preferably before you leave the clinic premises. Every effort will be made to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

Written Complaints
All written complaints should be either emailed (Email: office@rochdaleearcareclinic.co.uk) or posted to the Complaints Lead, Rochdale Ear Care Clinic, 15 Hornby Street, Heywood, Lancashire OL10 1AA. Please describe as fully as you can the nature of your complaint stating:

- **what you are unhappy about**
- **when the incident took place, and**
- **who was present at the time.**

Your complaint will be acknowledged within 3 working days. The Complaints Lead will carry out an investigation of your complaint and will offer to meet with you in order to discuss and resolve the issue/s. You will receive a full written response within 20 working days of the complaint being received.

If a full response cannot be given within 20 working days of receiving your complaint, the Complaints Lead will write to you to explain the reason for the delay. You will receive a full written response within 5 working days of a conclusion being reached.

Please be assured that Rochdale Ear Care Clinic will deal with all complaints confidentially and following investigation, will consider making changes to improve the patient service.