



## How Do I Raise a Complaint?

At EARS Clinics we are committed to providing a high quality private ear care services to all of our patients. All clinic staff recognise there may be occasions when patients may wish to complain about some aspect of the healthcare service which has been offered or received.

If you feel you wish to discuss an issue or indeed make a complain, we would kindly ask that you bring this to the attention of a member of the clinic staff as soon as possible. Our complaints procedure ensures that your complaint will be dealt with as quickly as possible and that you will not be discriminated against for making a complaint.

## Making a written complaint

All written complaints should be addressed to: Diane Hodge, Clinical Lead at EARS Clinics, Kirkhill House, 81 Broom Road East, Unit 2.6, Newton Mearns, Glasgow G77 5LL

Please describe as fully as you can the nature of your complaint stating the following:

- What you are unhappy about
- When the incident took place
- What clinic staff were present at the time.

## Making a verbal complaint

If you wish to speak to someone about an aspect of the EARS Clinics healthcare service, please try do so as soon as possible, preferably before leaving the clinic premises or contact the clinic -

**Glasgow: 0141 482 7004**

Staff will make every effort to resolve your complaint as quickly as possible.

If your concerns are not resolved to your satisfaction you can make a form written complaint.

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Your complaint will be acknowledged in writing within two working days of receiving the letter, unless a full reply can be sent to you within five working days.

We will carry out a full investigation of the nature of your complaint and offer to meet with you in order to resolve the issue(s). You will receive a full written response within twenty working days of the complaint being received.

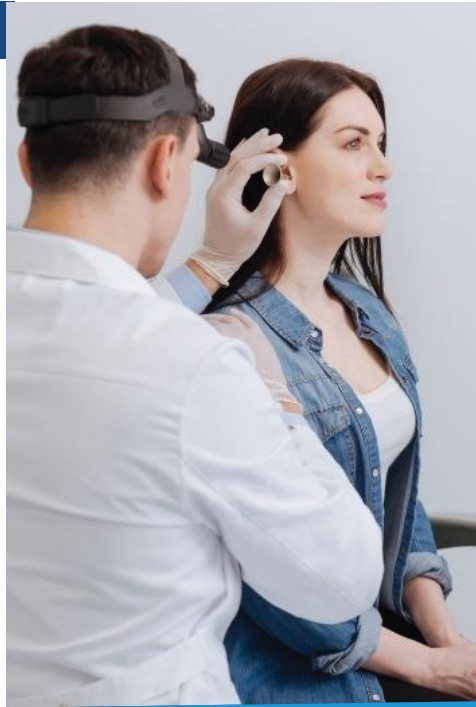
If a full response cannot be given within twenty working days of receiving your complaint, we will write to you to explain the reason for the delay and agree a further timescale. You will receive a full written response within five working days of a conclusion being reached.

## What if I want to speak to someone not directly involved in my care?

You can contact Healthcare Improvement Scotland (HIS) – the organisation that regulates EARS Clinics as an independent healthcare provider in Scotland – at any time and are not required to contact EARS Clinics in the first instance.

The address is: Programme Manager, Independent Healthcare Services, Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh, EJ12 9EB, Email: [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)

Please be assured that EARS Clinics will deal with all complaints confidentially and following investigation will consider making changes to the independent healthcare service to improve the service on offer to all patients.



-  EARS Clinics  
Kirkhill House, 81 Broom Road East, Unit  
2.6, Newton Mearns, Glasgow G77 5LL
-  Glasgow: 0141 482 7004
-  [info@earhealthservice.co.uk](mailto:info@earhealthservice.co.uk)
-  [ears.scot](http://ears.scot)