



Paediatric & Adult Audiology

Shop 16, 22-24 Kenthurst Rd, The Village Green, Dural NSW 2158
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COMPLAINTS POLICY

At Hear Clear Australia Pty Ltd we pride ourselves on listening and understanding our client's problems. To this end we try to deal with any complaints you may have about our service.

To all clients we invite you to lodge a complaint either via contacting the clinic via phone or lodge a complaint by email hear.clear@outlook.com

If these complaints are not solved to your satisfaction you can proceed to the following.

HSP Clients: Pensioners or Veterans

Contacting the Department of Health Call and Information Centre, from 8.30am to 5.00pm (EST and ESDST) business days on 1800 500 726
Email: hearing@health.gov.au

Alternatively, complaints can be made in writing and posted to the Office, to the following address. Hearing Services Program

Department of Health
GPO Box 9848
Mail Drop Point 113
Canberra ACT 2601.

Private or Self-Funded Clients

A complaint to the Practitioner Professional bodies can be registered

Audiologists – Audiology Australia.
Ph 03 9877 2727 or
admin@audiology.asn.au

Audiometrists - ACAud. Complaints at
acaud@acuad.org

NSW Healthcare Complaints Commission (HCCC)

You can contact HCCC on 1800 043 159 or via email hccc@hccc.nsw.gov.au