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**Collingwood Ear Care: Complaints Policy and Procedure**

**Policy Statement**

Collingwood Ear Care is committed to providing high-quality ear irrigation services in clients’ homes. We value client feedback and take complaints seriously to improve our services. This policy outlines the procedure for raising and resolving complaints in a fair, timely, and transparent manner.

**Scope**

This policy applies to all clients, their representatives, and staff members involved in providing care. It covers complaints related to service delivery, staff conduct, and any other concerns about our ear care services.

**How to Make a Complaint**

Clients or their representatives can make a complaint through the following channels:

* **Verbal Complaint** – Raised directly with the attending nurse or a member of staff.
* **Written Complaint** – Submitted via email to collingwoodearcare@outlook.com or by post to our office. 40 Collingwood Drive, Hexham, NE46 2JA
* **Phone Complaint** – 07716451597

**Complaint Handling Process**

1. **Acknowledgment** – Complaints will be acknowledged within **2 working days**.
2. **Investigation** – A senior staff member will review the complaint, gathering relevant information.
3. **Resolution** – A response will be provided within **10 working days** with findings and any corrective actions.
4. **Escalation** – If unsatisfied, clients can escalate the complaint to Joanne Robson – independent handler – 07943019584.
5. Collingwood Ear Care are registered with the Care Quality Commission.

**Confidentiality and Record-Keeping**

All complaints will be handled confidentially and stored securely for monitoring and quality improvement purposes.

**Continuous Improvement**

We will regularly review complaints data to enhance our services and ensure a high standard of care.

For further information, please contact us at **collingwoodearcare@outlook.com**.

**Date**: 04 February 2025 – Amended 05 March 2025

**Signed**: A Douglas

**Review date**: 04 February 2026