

## Questions, concerns, feedback and complaints

We strive to provide an excellent service for all our clients. Our philosophy is to be accessible and attentive to your needs. We pride ourselves on building close professional relationships with our clients.

If you have any concerns, about yourself or your loved ones, please call Hear and Spin on 0475 466 363. If we are unable to answer your call, please leave a voicemail message or send an sms. Alternatively, you can email us at [admin@hearandspin.com.au](mailto:admin@hearandspin.com.au). We endeavour to answer all enquiries as soon as possible, guaranteed within 48 hours.

If you have any feedback or suggestions on how to improve our service, please let us know – we are all ears! You can provide feedback anonymously, if you prefer this, by sending a letter to Hear and Spin, Suite 6, 140 Mounts Bay Road, Perth 6000.

If you have a complaint, we would like to work with you to resolve the issue. If you have contacted us and remain unsatisfied, you can contact the following professional organisations for assistance:

For clients seen under the Hearing Services Program, call 1800 500 726 or email [hearing@health.gov.au](mailto:hearing@health.gov.au)

For all hearing clients, call the Australian College of Audiology on (07) 3839 1622 or email [acaud@acaud.org](mailto:acaud@acaud.org)

For physiotherapy clients, call the Australian Physiotherapy Association on 1300 306 622 or email [info@australian.physio](mailto:info@australian.physio)

Alternatively, you can contact the Australian Health Practitioners Regulation Authority on 1300 419 495.