



Australian Audiology Hearing Specialists

Customer Complaint Form

Thank you for contacting Australian Audiology Hearing Specialists. We take all complaints seriously and strive to resolve them efficiently and fairly.

Please complete all sections of this form to the best of your ability.

Section 1: Your Details

- First Name: _____
- Last Name: _____
- Email Address: _____
- Phone Number: _____
- Preferred Contact Method (Email or Phone): _____

Section 2: Complaint Details

2.1. Complaint Regarding: (Please select one or more)

- Customer Service Officer
- Clinical Practitioner
- Hearing Aid
- Assistive Listening Device
- Hearing Aid Accessory
- Other (Please specify): _____

2.2. Date of Service or Product Received: _____(DD/MM/YYYY)

2.4. Desired Outcome:

What would you like to see happen as a result of this complaint? (e.g., replacement product, refund, apology, additional service)

2.5. Best Outcome:

In your opinion, what would be the best possible resolution to this complaint?

Section 3: Additional Information

Please use this space to provide any additional information that may be helpful in resolving your complaint. You may also attach relevant documents (e.g., receipts, invoices)

Section 4: Submission

- You can submit this form by email to: info@australianaudiology.com.au
- Mailing address : PO BOX 3066, Loganholme QLD 4129
- Alternatively, you can call us on: 0428285353

We aim to acknowledge your complaint within 3 business days and will work towards a resolution as quickly as possible. Thank you for your patience and cooperation.

Additional Contact Details

Ethics Review Committee, Audiology Australia:

Ethics Officer

PO Box 370, Monbulk

Victoria 3793

- **Phone:** (03) 9940 3911
- **Email:** ethics@auderc.org.au
- **Website:** <https://auderc.org.au/make-a-complaint/>

Hearing Services Program:

- **Phone:** 1800 500 726
- **Email:** hearing@health.gov.au

Office of Fair Trading Queensland:

- **Phone:** 137468
- **Email:** brisbane.oft@justice.qld.gov.au

Fair Trading New South Wales:

NSW Fair Trading

PO Box 972

Parramatta NSW 2124

- **Phone:** 137788

Professional Bodies:

Audiology Australia

- **Email:** info@audiology.asn.au
- **Phone:** 03 9940 3900

Australian College of Audiology

- **Email:** acaud@acaud.org
- **Phone:** 07 3839 1622