

## **Norwich dispenser fined for failing to respond to health regulator promptly**

16<sup>th</sup> June 2008

Christopher Elcocks has been fined £1000 and ordered to pay £1,896.70 costs after the pleading guilty to failing to respond to a request for information from the Hearing Aid Council with reasonable expediency.

The Council's Disciplinary Committee heard that following a consumer complaint about Mr Elcocks, he failed to respond appropriately to a formal request for information in November 2007 or to provide a reason why he could not do so. Mr Elcocks, of Norwich, accepted the charge.

Chris Hughes, Chairman of the Committee and the Council, said:

"The relationship between the regulated professional and his or her regulation and registration body is of fundamental importance in maintaining standards and in maintaining confidence in the regulated profession. Failing to properly address issues raised by the Regulator in connection with service provided to consumers is a matter for significant concern.

"In considering what sanction to apply in this case, the Disciplinary Committee is aware of the need to maintain standards and to maintain public confidence. In these circumstances, especially in the absence of any explanation from the Dispenser of the reasons for his breach, we have to view this matter as an issue of some seriousness. Accordingly, we conclude that simply to reprimand the Dispenser on this occasion is not appropriate and we have therefore considered a financial penalty within the range which is available to us under statute".

-ENDS-

1. The HAC is an independent, statutory regulator set up by the Hearing Aid Council Act (1968, as amended) to register dispensers and their employers working in the private hearing aid sector. It sets the standards of education, training, conduct and performance dispensers must meet to join the register and investigates any alleged breaches of those standards. There are around 1500 hearing aid dispensers on the HAC register.

2. The Disciplinary Committee met to consider this case on 24.4.08. Defendants have 28 days to appeal and the Council publishes any transcript or press release only after the appeal window has closed.

3. Full details of this and other Disciplinary Cases are published here on the HAC website:  
<http://thehearingaidcouncil.org.uk/category/disciplinary/>

4. For more information about our complaints process is published on the HAC website.

5. For more information on this case or the Council, please contact Stuart Holland on [stuart.holland@thehearingaidcouncil.org.uk](mailto:stuart.holland@thehearingaidcouncil.org.uk)