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Date: 24 November, 2008

Dear

As part of our commitment to keeping you well informed about our work and how it affects you, we will be writing to you frequently in the coming months. This short letter is accompanied by a leaflet from BSHAA inviting you to attend a workshop on their Customer Care Scheme.

Your role in keeping our register up to date

The register is key to the Council's work so it is vital that it is accurate and up to date. To support our efforts maintaining the register you are obliged under the Registration Rules to **notify us in writing of any change in your details**. The Rules set out that you should write to us by **registered post**. This to protect you in the case you need to prove that you have met your obligations. We are **not** able to accept changes to your details submitted by email.

CPD audit

We are currently conducting a random audit of dispensers' CPD records. CPD helps maintain your ability to deliver safe and effective practice. Under the HAC CPD rules you have a responsibility to understand your CPD requirement, to meet it and to be able to prove you met it if asked. We have written to 2.5 per cent of dispensers and asked for evidence they met their target for 2006-8. I would like to thank all those dispensers who are responding to our request and I will keep all registrants informed of the outcome of the audit in future letters.

Complaints

None of us like to hear about complaints about registrants but they are an important source of information. For the 6 month period from April to September of this year we have received 37 new complaints about registrants. While I am pleased that the sharp rise in complaints last year has not so far continued in to this year, the gravity of some of those cases concerns the Investigating Committee. Our Annual Complaints Review explores the complaints we receive in detail and what lesson can be learnt for your practice. We will also publish a six month review shortly. All documents are published on our website.

Consultation on HPC Standards

In my last letter I invited you take part in the consultation on the draft Standards of Proficiency which you will have to meet when the Health Professions Council (HPC) takes over our

register. The consultation is now closed. The working group which drafted the Standards will meet again to consider the consultation responses then draft a final version of the Standards to be agreed by the HAC Council in November and the HPC in December. The working group contains representatives from HAC, HPC, BSHAA, AIHHP, RNID, Hearing Concern and others.

Code of Practice 2008

It has come to the Council's attention that some registrants are using out of date versions of the Code of Practice. The latest version of the Code of Practice, Standards of Competence and Registration Rules was published this year and is available to download from our website in the Registrant and Consumer sections. Hard copies are **not** available from the HAC Office so please do download your own copy. You are reminded that you are required to make a copy of the Code available to anyone who wishes one.

Lastly, I would emphasise that until the HAC is abolished that our regulations stand and we have a legal duty to protect consumers by enforcing them. If you have any questions about our work or how it affects you then please do contact our office. I would encourage you to keep a close eye on our website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chris Hughes', written in a cursive style.

Chris Hughes
Chairman