

HEARING AID COUNCIL
PROCEEDINGS
Meeting of the
DISCIPLINARY COMMITTEE

Held at:
The Hearing Aid Council
70 St Mary Axe
London EC3A 8BD

On
Thursday, 27 November 2008

PRESENT:
MR HUW VAUGHAN THOMAS
(Chair)

Panel Members:
MR MIKE BISHOP
MR TONY CORCORAN

Legal Assessor:
MRS SIOBHAN GOODRICH

MR HYWEL JENKINS appeared on behalf of the Hearing Aid Council

In the matter of:
HEARING HEALTH LIMITED

Transcript produced by Ubiquis
Cliffords Inn, Fetter Lane, London EC4A 1LD
Telephone: 020 7269 0370

1 THE CHAIR: Hearing Health Limited are charged with a breach of Clause 21, failing
2 respond timorously to requests for information made to them. The Committee wish
3 to stress the importance of employers responding promptly to the inquiries made of
4 them by the regulator. To do any less is a disservice to the industry and its
5 consumers. In the current case the Disciplinary Committee notes that the consumer
6 concerned has withdrawn her complaint following positive action by Hearing
7 Health. Nevertheless, in the Disciplinary Committee's regulatory experience it is
8 important that all issues surrounding the supply of a hearing aid and a complaint
9 should be properly investigated. By failing to respond to the requests made for
10 information, Hearing Health Limited prevented such investigation taking place
11 promptly. The Disciplinary Committee accepts that there were technical
12 difficulties, but even so considers it reprehensible that such a time lag should have
13 taken place before programming records were made available. The Disciplinary
14 Committee therefore finds the charge proved, and imposes a fine of £1,500. In
15 considering the costs to be awarded the Disciplinary Committee has taken into
16 account the additional costs created by the delay, and therefore awards costs of
17 £2,000 against the company. Both fine and £2,000 costs to be paid within 28 days.