

## COMPLAINTS POLICY

The Company endeavour to deliver a service whereby the likelihood of complaints being made is very low. However, if complaints do occur, the Company is well placed to address these and implement lessons learned in order to improve the quality of our service provision, in the interests of patients. If you wish to complain about our services or products, please let us know as soon as possible. Whether you are a patient receiving GOS under the NHS or you are a private patient, we hope that most problems can be sorted out quickly and easily. The sooner you tell us about the problem, the quicker it can usually be resolved.

If your complaint is about a NHS sight test or other NHS service, you should tell us - verbally, electronically or in writing within 12 months of the incident itself or 12 months of you becoming aware of the problem.

Please raise your concern with the Operations Manager at [customer-services@nhkopticians.co.uk](mailto:customer-services@nhkopticians.co.uk)

### Informal Complaints

If you are dissatisfied your complaint should be resolved at the time in the practice. If you are returning to the practice with a grievance, please try and see the staff member who last served you. Apart from giving them the opportunity of rectifying your complaint it also makes continuity of communication much easier and will speed any resolution of your problem.

### Formal Complaints

If you do not receive satisfaction or for any reason you do not wish to see the original member of staff, you should ask to see the team leader or Practice Manager. This more formal process will comprise of the discussion being recorded. This will aid clarity and ensure that the staff member to whom you are complaining fully understands your complaint.

The resolution will also be recorded and agreed by both of you. If the problem cannot be resolved at the time you will be informed of the timescale expected for resolution.

### Written complaints

By their nature written complaints are formal. These should be made in the first instance to the Operations Manager [customer-services@nhkopticians.co.uk](mailto:customer-services@nhkopticians.co.uk). Your communication will be acknowledged. This acknowledgement will outline the procedure and timescale required to investigate and report back on your complaint.

In the extremely unlikely event that you feel your problem remains unresolved, you have the right to complain to either the Optical Consumer Complaints Service (service or product related complaints) or the General Optical Council (clinical complaints).

If your complaint remains unresolved and is related to an incident involving National Health Service funding you have the right for your complaint to be reviewed by the NHS Commissioning Board. They can be contacted by phone on 0300 3112233 or in writing at NHS England, P O Box 16738, Redditch, P97 9PT or my email at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) stating for the attention of the complaints team in the header.