

TOTAL EYECARE PATIENT COMPLAINTS PROCEDURE

If you wish to complain about our products, please let us know as soon as possible. Whether you are a patient receiving General Ophthalmic Services 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 an NHS test or other NHS service, you should tell us. Please raise your concern with any of our staff at Total Eyecare.

Alternatively you can complain directly to NHS England, the Compliance Support Officer, or the Health Service Ombudsman, or to ICAS.

The contact details for these services are:

NHS England,
PO Box 16738

Redditch,
B97 9PT

Tel: 0300 311 2233

England.contactus@nhs.net

Your complaint will be acknowledged within three working days, and you will receive a response within 25 working days, or the timescale agreed with you. If the investigation takes longer than expected, we will keep you informed. Although we undertake to resolve complaints within six months, most complaints are dealt with much more quickly than that.

You can be sure that we will treat your complaint in strict confidence. If you are complaining on behalf of somebody else, we will need that person's written permission to respond to you.

If your complaint is not about NHS sight testing or other NHS services but about spectacles or contact lenses only and we are not able to resolve it to your satisfaction, further help is available from:

Optical Consumer Complaints Service
6 Market Square, Bishop's Stortford,
Hertfordshire, CM23 3UZ
Telephone: 0844 800 5071