

## **Complaint Procedure**

Whilst we always endeavour to ensure that you are pleased with all aspects of the service we offer from time to time things go wrong. In the unlikely event that this does happen then you should follow the procedure outline below in order to get the problem resolved.

**Stage One: Make a Complaint (local resolution).**

Make your complaint within 12 months if possible. Go directly to the person involved. Talk to them about what happened and what you would like to be done about it. It may clear the air.

Alternatively write to the manager of the practice or the Head Office address below and explain your complaint to them.

Edgbaston Eye Clinic  
The Consulting Rooms  
38 Harborne Road  
Edgbaston  
Birmingham  
B15 3EB

If you are unable to complain yourself, then someone else, usually a relative or close friend, can complain for you. We will respond to you within three days.

Make your complaint as soon as possible. Usually we will only investigate complaints that are made within 12 months of the event, or made within 12 months of you realising that you have something to complain about.

If your complaint is in relation to NHS Services provided then you may complain directly to the complaints manager of the local Primary Care Trust. Your complaint will be acknowledged within 3 days and you will be provided with a "complaints handling plan" to agree how the complaint will be investigated.

We would typically expect complaints to be resolved within 10 days but within a maximum time frame of 6 months.

If you are not satisfied with the outcome of local resolution you must take your complaint to independent review.

**Stage Two: Independent Review**

If you are still unhappy after the above procedure has been completed you can appeal to the Parliamentary and Health Service Ombudsman, the Optical Consumer Complaints Service or you can take legal action or you can contact the professional bodies.

Parliamentary and Health service Ombudsman,  
Millbank Tower,  
Millbank,  
London,  
SW1P 4QP  
Tel: 0345 0154033 E-mail: [phso.enquiries@ombudsman.org](mailto:phso.enquiries@ombudsman.org)

Optical Consumer Complaints Service  
6 Market Square  
Bishops Stortford,  
Hertfordshire, CM23 3UZ  
Phone: 0844 800 5701  
Web: [www.opticalcomplaints.co.uk](http://www.opticalcomplaints.co.uk)

General Optical Council  
41 Harley Street  
London  
W1G 8DJ  
Phone: 020 7580 3898  
Web: [www.optical.org](http://www.optical.org)

These bodies should be contacted in cases of unprofessional or unethical behaviour. Examples of such behaviour include neglecting patients, overcharging for services, alcohol or drug abuse, or having a sexual relationship with a patient. You can also write to these organisations if the professional's performance is seriously deficient or they are incapable of doing their job due to physical or mental illness.