

**Edgbaston Private Eye Clinic  
Ltd**

Complaint Procedure

If you wish to complain about our services or 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 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.

***Send all initial complaints to:***

Don Williams,  
The Consulting Rooms  
Edgbaston Eye Clinic  
38 Harborne Road  
Edgbaston  
B15 3EB  
0121 726 3199  
[info@edgbastoneyeclinic.com](mailto:info@edgbastoneyeclinic.com)

***Should you be unhappy then contact the NHS on the following:***

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: **'For the attention of the complaints team'** in the subject line.

**By telephone: 0300 311 22 33**

**By post to:**

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

**Opening hours are:** 9am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am.

The NHS will acknowledge receipt of your complaint within three working days; and, if you wish, we will explain to you in person how and when we will investigate and resolve the complaint. 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 somebody else, we will need that person's 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:  
<http://www.opticalcomplaints.co.uk/>

**Optical Consumer Complaints Service**

6 Market Square, Bishop's Stortford, Hertfordshire, CM23 3UZ

**Telephone: 0344 800 5071**