

COMPLAINTS POLICY

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 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 we can work with you to resolve it.

If you wish to complain you can inform of us of your complaint 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 any of our staff or please contact:

The Complaints Manager

Telephone – 01424 219543

Email – complaints@barraclooughs.net

Or in writing to this address: 41 Western Road, Bexhill-on-Sea, East Sussex, TN40 1DT

The Complaints Manager will acknowledge receipt of your complaint within three working days; and, if you wish, they will explain to you in person how and when they will investigate and resolve the complaint. If the investigation takes longer than expected, they will keep you informed.

Although they undertake to resolve complaints within 12 weeks. Though some complaints can be resolved quicker.

If you wish for someone to complain on your behalf, please contact practice so we can arrange for you to complete the correct forms to allow us to discuss your case with a 3rd party.

Alternatively, if you prefer, you can contact the Integrated Care Board (ICB) Complaints Team who will advise if your complaint can be handled by the ICB's Primary Care Complaints Team.

The local ICB is the East Sussex ICS: <https://www.sussex.ics.nhs.uk/nhs-sussex/our-board/>

We recognise that the NHS is complex, and it is not always easy to see where best to send your complaints. If you are unsure, then do please ask us and we'll help you to direct your complaint to the right place.

If your complaint is not about NHS sight testing or other NHS services but about spectacles or contact lenses only, please inform a member of staff verbally or contact the Complaints Manager. If we are not able to resolve it to your satisfaction, further help is available from:

<https://www.opticalcomplaints.co.uk/>.

Optical Consumer Complaints Service

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

Telephone: 0344 800 5071

We will comply with any recommendations made by the Optical Consumer Complaints Service.

For Fitness to Practice or Illegal Practice in the Optical Sector: The General Optical Council (GOC) regulate the individual professionals with the Optical Profession within the UK.

They have four core functions:

- Setting standards for optical education and training, performance, and conduct.
- Approving qualifications leading to registration.
- Maintaining a register of individuals who are qualified and fit to practice, train or carry-on business as optometrists and dispensing opticians.
- Investigating and acting where registrants' fitness to practice, train or carry-on business is impaired.

The General Optical Council (GOC) can also be contacted via - Telephone: 020 7580 3898 option 2
- Website: <https://www.optical.org/>

For complaints in relation to the NHS, the Company will report complaints to the commissioner as per the terms of the contract for the service. This information will also be used within annual reports from the board.

In situations where a complaint develops into a serious incident - particularly when a patient becomes harmed or otherwise deemed at risk - the Company's serious incident policy will be activated.