

# Barnham Opticians

## Complaints Handling Policy

### Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details, following the 3-stage process stated below

### Stage 1:

Make a Complaint by phone call or at the premise's details are below:

Barnham Opticians  
1 The Square  
Barnham  
West Sussex  
PO22 0HB  
01243-554091

If there is clinical problem, please try to speak to the dispensing optician involved. This may require you to visit the practice with the spectacles, or item purchased to be accessed. Depending on the issue we may need to book an appointment with one of our optometrists.

### Stage 2:

If the matter is not resolved, please ensure where possible to make your complaint in writing or via email: [enquires@barnhamopticians.co.uk](mailto:enquires@barnhamopticians.co.uk) within one month of the purchase date to the manager of the practice / Director Mrs Mandy Corbett at the address stated in **Stage 1** and explain your complaint to them.

If you are unable to complain yourself, then someone else, usually a relative or close friend, can complain for you (**Please note that we will be unable to discuss any personal information without prior consent from the complaining party**) . We will respond to you within 14 days.

We would typically expect complaints to be resolved within 21 days but within a maximum time frame of 3 months. If you are not satisfied with the outcome of local resolution you may take your complaint to independent review, see **stage 3**.

### **Stage 3:**

If you are still unhappy after the above procedure has been completed, you can contact the Optical Consumer Complaints Service at:

#### **Optical Consumer Complaints Service**

6 Market Square  
Bishops Stortford  
Hertfordshire  
CM23 3UZ

Phone: 0344 800 5071

Email: [enquiries@opticalcomplaints.co.uk](mailto:enquiries@opticalcomplaints.co.uk)

Web: [www.opticalcomplaints.co.uk](http://www.opticalcomplaints.co.uk)

#### **General Optical Council**

10 Old Bailey  
London  
EC4M 7NG

Phone: 020 7580 3898

Web: [www.optical.org](http://www.optical.org)

The General Optical Council should be contacted in cases of unprofessional or unethical behaviour. Examples of such behaviour include neglecting patients, 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.