

NHS Complaints Policy- Details

As a GOS contractor we are obliged to operate the NHS complaints system in accordance with regulations and with our contract with the NHS England Area Team regarding the provision of GOS and other (but not private) locally commissioned primary eye care services.

We take responsibility for the arrangements in our practice Barnham Optical Ltd for dealing with complaints. We will seek to resolve complaints in good faith and treat complainants appropriately. An oral complaint resolved within 24 hours is not considered to be a complaint.

A complaint may be made up to twelve months after the incident in question. A complaint may be made directly to the practice Or the NHS Area team. The complainant will receive acknowledge receipt of the complaint within three working days.

We will offer to discuss the complaint with the complainant. The complainant will be notified about how we intend to deal with the complaint and how long it will take (maximum time for a complaint to be investigated would be 6 months this is dependent on the complexity of the complaint).

We will keep a record of all the complaints that we have received and report on them annually to the NHS Area Team.

Do You Have a Complaint?

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.

Please raise your concern with any of our staff on 01243554091 or email enquiries@barnhamopticians.co.uk

or please contact our complaints manager:

Mandy Corbett
Barnham Opticians
1 The Square, Barnham, Bognor Regis, West Sussex, PO22 0HB
01243554091

mandy@barnahamopticians.co.uk

Alternatively, you can complain to NHS England. They will tell you how they intend to deal with your complaint. NHS England may deal with it itself or refer it to us, if you agree: <https://www.england.nhs.uk/contact-us/complaint/>

We 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