

# PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the optometrists or any of the staff, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria. We also participate in the Optical Consumer Complaints Service (OCCS), which deals with complaints about non NHS matters. Their address is shown below.

## How to complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint in writing within 12 months of the incident that caused the problem.

Complaints should be addressed to:

Complaints Officer  
41 Western Road  
Bexhill-on-Sea  
East Sussex  
TN40 1DT

or email [complaints@barraclooughs.net](mailto:complaints@barraclooughs.net). Please be as detailed as possible regarding the nature of your complaint and also specify the date, time and name of the staff member you dealt with.

## Complaining on behalf of someone else

Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

## What we shall do

We aim to acknowledge your complaint within three working days and to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong.
- make sure you receive an apology, where this is appropriate.
- identify what we can do to make sure the problem does not happen again.

## Complaining to the NHS

We hope that if you have a problem you will use our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. Alternatively (not as well as), if you feel you cannot raise your complaint with us, you have the option of complaining directly to the NHS. In this instance you should direct your complaint to:

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Tel: 0300 311 22 33

Post: NHS ENGLAND PO BOX 16738 REDDITCH B97 9PT

## Complaining to the OCCS

If you have a complaint about a non NHS matter and you feel you cannot raise it with us or you are dissatisfied with the result of our investigation, you should write to:

The Optical Consumer Complaints Service,  
OCCS, 6 Market Square, Bishop's Stortford, Herts,  
CM23 3UZ, Tel. 01279 755777

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