

Thompson & Hardwick



OPTOMETRISTS

Complaints Procedure

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 a 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 or please contact:

Practice Manager: Mr Adrian Neal
Thompson & Hardwick Optometrists
27 Park Street
Lytham
FY8 5LU

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. For more information please visit:

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 written and explicit consent in order 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:

Optical Consumer Complaints Service
6 Market Square, Bishop's Stortford, Hertfordshire CM23 3UZ
Telephone: 0344 800 5071
www.opticalcomplaints.co.uk