

Version Date: October 2013

Review Date: October 2014

COMPLAINTS HANDLING POLICY

Our Complaints Policy

Lunettes Opticians is committed to providing a high-quality eyecare service to all patients. If you are not entirely happy with the service or product you are given, we need to be notified of this. This will help us to ensure that we improve our practice and keep our standards high.

If you have a complaint or concern about the service you have received from the optometrist or any other member of staff working in the practice please let us know. We operate a complaints procedure as part of an NHS system for dealing with complaints. We are also part of the Optical Consumer Complaints Service (OCCS) which deals with complaints about non NHS matters. Leaflets are available on request should you wish to take this route in reporting your complaint.

Complaints Procedure

We hope that most problems can be sorted out easily and quickly, often 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:

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident

All complaints will be brought to the attention of the all the Company Directors.

Complaints should be addressed to one of the following;

Jo Goldsborough (Customer Service Manager) or
Tushar Majithia (Company Director and Optometrist)
70 Southgate, Sleaford, Lincolnshire, NG34 7RL
T: 01529 414066
E: tushar@lunettes.co.uk or sleaford@lunettes.co.uk

Harshad Pancholi (Company Director and Optometrist)
The George Shopping Centre, Grantham, Lincolnshire, NG31 6LH
T: 01476 591793
E: harsh@lunettes.co.uk

Claire Wood (Optometrist)
10 High Street, Ruskington, Lincolnshire, NG34 9DT
T: 01526 834466
E: claire@lunettes.co.uk

Version Date: October 2013

Review Date: October 2014

We do have standard reports available should you wish to use one to report your complaint.

You may ask for an appointment to discuss your concerns. The person on which you meet with will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help to us if you are as specific as possible about your complaint in order for us to deal with it efficiently.

What we shall do:

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days from the date when you raised it with us. We shall then be in a position to offer you an explanation, or an appointment with the people involved or most appropriate staff member in resolving the issue. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology. Where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining to the Health Authority

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the local Health Authority if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. On request we can provide you with an information leaflet for reporting your complaint to the Lincolnshire National Health Service.

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 and/or mental illness) of providing this.

<p>Complaining to Lincolnshire NHS NHS Lincolnshire Cross O'Cliffe Bracebridge Heath Lincoln LN4 2HN</p> <p>Tel: 01522 515319 Fax: 01522 515382 Email: complaints@lpct.nhs.uk Website: www.lincolnshire.nhs.uk</p>	<p>Complaining to the OCCS Optical Consumer Complaints Service PO Box 219 Petersfield GU32 9BY</p> <p>Tel: 0844 800 5071 Fax: 01730 265058 Email: postbox@opticalcomplaints.co.uk</p>
---	--