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:

Mr David Pressman.

Alternatively you can complain to HERTFORDSHIRE PCT. They will tell you how they intend to

deal with your complaint. The PCT may deal with it itself or refer it to us, if you agree.

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:

Optical Consumer Complaints Service

PO Box 219, Petersfield, Hampshire GU32 9BY

Telephone: 0844 800 5071.