

## **Complaints policy**

Complaints may be received about both NHS and private services. NHS complaints will relate to GOS services (NHS sight tests) and not to dispensing services. We follow the guidance for the English NHS complaints procedure issued by the Optical Confederation in July 2014 and which accompanies this policy as an appendix

Complaints can be accepted up to 12 months after the incident that gave rise to the complaint or came to the complainant's notice

The person responsible for handling complaints is: **Mr C Green, Smith and Walker (Optometrists) Ltd. 16 High St, Barton-on-Humber. DN18 5PD**

We will aim to acknowledge receipt of complaints within three working days

Where complaints take some time to resolve we will keep the complainant informed.

We aim to resolve all complaints within six months

We will treat all complaints confidentially. Where a complaint is made by a 3<sup>rd</sup> party on behalf of someone else we must seek that person's permission to communicate with the 3<sup>rd</sup> party before any details can be discussed.

You can find details of our complaints procedure on this website.