

Smith & Walker (Optometrists) Ltd: Complaints Policy

Smith & Walker (Optometrists) Ltd pride ourselves on the quality of service that we offer to our patients and endeavour to deliver a service whereby the likelihood of complaints being made is very low. If you do have a complaint, please bring matters to our attention as soon as possible to help us investigate and improve the quality of our services in the interests of patients.

Complaints may be received about both NHS and private services. NHS complaints will relate only to GOS and other locally commissioned primary eye care services and do not pertain to private or dispensing services. **Smith & Walker (Optometrists) Ltd** adheres to the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and all local requirements on complaints management.

For the purposes of this policy, a complaint is not a complaint if it is made orally and is resolved to the complainant's satisfaction within 24 hours. A complaint may not refer to a failure to comply with the Freedom of Information Act. Nor may a complaint relate to a subject which has already been dealt with as a complaint and been resolved.

A complaint may be made to any of our staff or our Complaints Manager orally, in writing or electronically within 12 months of the incident itself or 12 months of you becoming aware of the problem. Complaints will be reported to the NHS England Local Direct Commissioning Office (DCO) Team as required by the contract.

The Complaints Manager with overall responsibility for ensuring compliance with the law is: **Mr Christopher Green, Complaints Manager, Smith & Walker (Optometrists) Ltd, 16 High Street, Barton-upon-Humber, DN18 5PD**

Alternatively, if your complaint is about an NHS sight test or other NHS service you can complain directly to NHS England Local Direct Commissioning Office (DCO) Team. They will tell you how they intend to handle your complaint. The DCO may deal with it itself or refer it to us, if you agree. Find out more at 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.

We will treat all complaints in strict confidence. If you are complaining on behalf of somebody else, we will need that person's permission to respond to you.

The Complaints Manager will ensure that all complaints are handled in accordance with **Smith & Walker (Optometrists) Ltd** Complaints Procedure which follow the guidance issued by the Optical Confederation issued in April 2019. The Complaints Manager will ensure that complaints are handled efficiently and are properly investigated, and that action will be taken in the light of the outcome of the investigation if any is necessary.

You can view **Smith & Walker (Optometrists) Ltd** Complaints Procedure on our website at www.smithwalker.co.uk or in any of our branches.