

Complaints Procedure

At Optical Express we strive to provide our patients with the best service possible, and your feedback allows us to address any concerns that you may have and improve our service. If you are unhappy with any part of our service, please let us know.

How to complain

You can speak with a member of staff involved in your care. If you do this, we can try to resolve your complaint on the spot.

If you do not want to speak to the staff involved in your care, you can ask to speak to the Clinic Manager. Alternatively, you can write to the Clinic Manager. You will find the Clinic Manager's details on a poster displayed within the clinic or you can ask a member of staff for the details.

If you are still unhappy, or if you wish to escalate your complaint, the contact details are:

Optical Express
Clinical Services
200 St Vincent Street
Glasgow
G2 5SG

Email: clinicalservices@opticalexpress.com

Tel: 0141 222 3933

To allow us to fully investigate your complaint, please include:

- Your full name, address, date of birth and central identification number (if you have it);
- As much information as possible about what happened, when and who was involved; and
- How you would like us to resolve this matter.

If you agree to someone making the complaint on your behalf, it is important that you know that we will need to ask for your permission for us to deal with that person.

If you would like advice on making a complaint you can contact your local Citizens Advice Bureau.

What happens after I have complained?

If you have spoken with a staff member involved in your care or the Clinic Manager, hopefully your complaint can be resolved on the spot.

If you escalate your complaint to our central team, this will be acknowledged within three (3) working days (Monday to Friday) either by letter or email.

We will investigate your complaint and will aim to reply to you within twenty (20) working days. We may contact you for more information or to discuss your complaint during this time.

In some cases, we may need more time to investigate your complaint and reply to you. If that is the case, we will let you know and provide a timeframe within which you can expect to receive a response from us.

Confidentiality

Staff involved in the investigation of your complaint may have access to your health records to enable them to fully investigate the matter. If you consent to someone complaining on your behalf you should be aware that your personal health information may be disclosed to that person.

What if I am not happy with the response that I receive to my complaint?

If you are not happy with the response that you receive, you can ask for your complaint to be independently reviewed within Optical Express. This review will normally be handled by the Clinical Services Director or the Customer Care Manager, depending on the nature of your complaint.

If an independent review has been carried out and you are still unhappy with the response, you can contact the Optical Consumer Complaints Service (OCCS). The OCCS ask that you complete a complaint form which can be found on their website at www.opticalcomplaints.co.uk

The contact details for the OCCS are:

Optical Consumer Complaints Service
6 Market Square
Bishop's Stortford
Hertfordshire
CM23 3UZ

Email: enquiries@opticalcomplaints.co.uk

Tel: 0344 800 5071

You can also contact the General Optical Council or applicable healthcare regulator (Healthcare Improvement Scotland, Care Quality Commission, Healthcare Inspectorate Wales or Regulation and Quality Improvement Authority), depending on the nature of your complaint.