

Adams Opticians Ltd - NHS Complaints Policy

As a GOS contractor we are obliged to operate the NHS complaints system in accordance with regulations and with our contract with the NHS England Area Team regarding the provision of GOS and other (but not private) locally commissioned primary eye care services. We take responsibility for the arrangements in Adams Opticians Ltd for dealing with complaints. We will seek to resolve complaints in good faith and treat complainants appropriately. An oral complaint resolved within 24 hours is not considered to be a complaint. A complaint may be made up to twelve months after the incident in question. A complaint may be made directly to the practice Or the NHS Area team. The complainant will receive acknowledge receipt of the complaint within three working days. We will offer to discuss the complaint with the complainant. The complainant will be notified about how we intend to deal with the complaint and how long it will take (maximum time for a complaint to be investigated would be 6 months this is dependent on the complexity of the complaint). We will keep a record of all the complaints that we have received and report on them annually to the NHS Area Team.

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 an 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 on 01924506466 or email at info@adamsopticians.net or please contact our complaints manager: Yahya Patel, Adams Opticians, 41 South St, Dewsbury, WF12 9NB

Alternatively you can contact the NHS West Yorkshire Integrate Care Board complaints service at White Rose House, West Parade, Wakefield, WF1 1LT, 01924 317659 or email wycb.complaints@nhs.net with '*For the Attention of the Complaints Manager*' in the subject line. Your complaint will be acknowledged within 3 working days. If your complaint relates to your sight test and you are not happy with how your complaint has been handled either by us or by the NHS West Yorkshire Integrated Care Board, you have the right to take your complaint to the Health Service Commissioner (Ombudsman). If your complaint relates to your spectacles or contact lenses you should contact the Optical Consumer Complaints Service, 6 Market Square, Bishop Stortford, Hertfordshire, CM23 3UZ. Tel: 0344 800 5071. Email: enquiries@opticalcomplaints.co.uk Web:www.opticalcomplaints.co.uk