



# Complaints

**If you are unhappy with the care that you have received, please raise your complaint with the optical practice in the first instance. They will be able to assist you and will log your complaint with us.**

If you wish to raise this directly with us or need any assistance with your complaint then please email [quality@primaryeyecare.co.uk](mailto:quality@primaryeyecare.co.uk)

# Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the issue, or within 12 months of you discovering the issue giving as much detail as you can.

If you are a patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet entitled 'Complaining on behalf of someone else.'

## What we do next

We will acknowledge receipt within 3 working days, The Clinical Governance & Performance Lead for the area will offer to discuss how and when he/she intends to investigate and resolve the complaint. If you refuse this offer then we will respond in writing advising how long it is likely to take to respond, this may vary depending on the type of complaint. We aim to have looked into the matter within 10 working days. Where further investigation is required, we will keep you informed and endeavour to resolve the complaint within six months of receipt or if it cannot be resolved, we will inform you why we have not been able to do so.

Where your complaint involves more than one organisation (e.g. optical practice, hospital provider) we will liaise with that organisation so that you receive one coordinated reply. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete a final response will be sent to you. The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please email [quality@primaryeyecare.co.uk](mailto:quality@primaryeyecare.co.uk) for a third party authority form. The patient will need to sign this form to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your email.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient or may be able to deal direct with the third party.

## How we handle your personal information

We will keep a record of each complaint received, the subject matter and outcome of each complaint, each response period where applicable, and outcome of the investigation.

For information about how we handle your data and your rights under GDPR, please read our privacy policy which can be found on our website.

[primaryeyecare.co.uk/privacy-policy](https://primaryeyecare.co.uk/privacy-policy)

## Non-discrimination policy

Please be assured that it is our policy that patients, carers and relatives will not be adversely affected in the event that they make a complaint and that you will be treated with respect and courtesy at all times.

## If you are dissatisfied with the outcome

Primary Eyecare Services provides services for numerous commissioning organisations across England. You have the right to approach the co-ordinating commissioner. You may also pursue the complaint with the health service commissioner ("the health ombudsman").

