

Portobello Eyecare Complaints Procedure

If you wish to complain about any of our products or services, 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 a problem, the quicker it can usually be resolved.

If your complaint is about an NHS test or other NHS service, you should tell us. Please raise your concern with any of our staff at Portobello Eyecare.

Alternatively you can complain directly to NHS England, the Compliance Support Officer, or the Health Service Ombudsman.

The contact details for these services are:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33

Their opening hours are: 9am to 5pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. They are closed on bank holidays.

Your complaint will be acknowledged within 3 working days, and you will receive a response within 25 working days, or the timescale agreed with you. If the investigation takes longer than expected, we will keep you informed. Although we undertake to resolve complaints within 6 months, most complaints are dealt with much more quickly than that.

You can be sure that we will treat your complaint in strict confidence. If you are complaining on behalf of somebody else, we will need that person's written permission to respond to you.

If your complaint is not about NHS sight testing or other NHS services but about spectacles or contact lenses only and we are not able to resolve it to your satisfaction, further help is available from:

Optical Consumer Complaints Service
6 Market Square
Bishops Stortford
Hertfordshire
CM23 3UZ

Tel: 0844 800 5071