

PATIENT NOTICE

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 a 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 or please contact:

Practice Manager: Mrs Lynda O'Connor, 59 Tettenhall Road, Wolverhampton WV3 9NB
lynda.oconnor@flintandpartners.co.uk

Alternatively you can complain to NHS England, PO Box 16738, Redditch B97 9PT.

Email: england.contactus@nhs.net Phone: 0300 311 22 33

We will acknowledge receipt of your complaint within ten 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.

You can be sure that we will treat your complaint with strict confidence. If you are complaining on behalf of somebody else, we will need that person's 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: www.opticalcomplaints.co.uk

Optical Consumer Complaints Service Enquiries@opticalcomplaints.co.uk
6 Market Square
Bishops Stortford
Hertfordshire
CM23 3UZ
Tel; 0344 800 5071