Complaints Procedure

2020VISIONUK LTD, trading as **Home Opticians**
Last reviewed: 21 September 2026
Next review due: 21 September 2027
Complaints Manager: Muhammad Patel, Clinical Director
Responsible Person: Muhammad Patel, Clinical Director
Contact: info@homeopticians.co.uk, 07598 443479

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1. Our promise

We want to know when something has not gone as it should. If you are unhappy with any part of our service, please tell us. We will listen, take it seriously, and try to put things right.
Making a complaint will never affect the care you or your child receive from us.

2. Who can complain

You can complain if you are:

- a patient of Home Opticians
- the parent or carer of a child who has been seen by us, or who was due to be seen
- a member of school staff who was there when the eye test took place
- someone acting for a patient, with that person's agreement (or, if they cannot agree, because you are the right person to speak for them)

3. How to complain

You can tell us in any way that suits you:

- by phone: 07598 443479
- by email: info@homeopticians.co.uk
- in person, to any member of our team on the day of a visit
- through your child's school, who can pass your complaint on to us

You do not have to put it in writing. If you would like help to make your complaint, we will help you, or we can write down what you tell us and check it back with you.
We can give you this procedure in large print, easy-read or another format. Just ask.

4. What happens next

Step	What happens	When
Acknowledgement	We tell you we have received your complaint, and offer to talk it through with you	Within 5 working days
Agreeing a plan	We agree with you what the complaint is about, what you would like to happen, and how long we expect it to take	At the start
Investigation	The Complaints Manager looks into what happened, speaking to the people involved and checking records	We aim for 20 working days. If it will take longer, we will tell you why and keep you updated
Reply	We write to you with what we found, an explanation, an apology where something went wrong, and what we are doing about it	At the end of the investigation

The person who looks into your complaint will not be the person the complaint is about.
If it helps, we are happy to arrange a meeting or phone call to talk through our reply.

5. If you are not happy with our reply

You can ask for a further look at your complaint by contacting us again. If you are still not satisfied, you can take it further to:

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

The Parliamentary and Health Service Ombudsman
The Ombudsman looks into complaints that the NHS has not been able to resolve. You can contact them once you have had our final reply.
Phone: 0345 015 4033

Website: www.ombudsman.org.uk

6. Concerns about an individual optician

If your concern is about the professional conduct or fitness to practise of an individual optometrist or dispensing optician, you can also contact the General Optical Council (GOC). The GOC cannot award compensation or investigate service issues, but it can act on concerns about a registered professional.
Website: www.optical.org

7. Independent help

You can get free, independent help and advice with making an NHS complaint from NHS complaints advocacy services, which are available in your area. Local Healthwatch can also help you find the right support. Ask us if you would like help finding them.

8. How long you have to complain

Please tell us within 12 months of what happened, or within 12 months of finding out about it. We may still look at older complaints if there is a good reason for the delay and it is still possible to investigate them fairly.

9. Confidentiality and records

Your complaint is kept confidential and is shared only with the people who need to see it to investigate it. We keep complaint records separately from clinical records. They are kept for 10 years after the complaint is closed. Our privacy policy explains how we look after personal information: https://homeopticians.co.uk/privacy-policy/
If you complain on behalf of someone else, we may need to check that they agree, or that you are the right person to act for them.

10. Safeguarding

If you are worried that a child or adult is at risk of harm, please do not use this complaints procedure. Tell us straight away and we will follow our Safeguarding Policy.

11. Learning from complaints

We review every complaint to see what we can learn and change. We look at complaints together at least once a year to spot patterns and improve the service.