

UWE BRISTOL EYE CLINIC COMPLAINTS POLICY

Document Title: UWE Bristol Eye Clinic – Complaints Policy

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UWE BRISTOL EYE CLINIC – COMPLAINTS POLICY

UWE Bristol Eye Clinic welcomes all feedback, both positive and negative, and considers complaints to be a valuable source of information enabling us to improve the quality-of-service provision in the interests of patients. Whether you are a patient receiving General Ophthalmic Services under the NHS or a private patient, we hope that most problems can be sorted out quickly and easily.

A ‘complaint’ is defined as an expression of dissatisfaction requiring a response. A complaint may relate to facilities or services provided by the UWE Bristol Eye Clinic or actions/lack of action by its staff and/or students on placement.

For the purpose of this policy, a complaint is not a complaint if it is made orally and is resolved to the complainant’s satisfaction within 24 hours. A complaint may not refer to a failure to comply with the Freedom of Information Act. Nor may a complaint relate to a subject which has already been dealt with as a complaint and been resolved.

A complaint may be made orally, in writing, or electronically. If it is made orally, a written record will be made of the complaint if 24 hours have elapsed since the complaint was made and if the complaint has not been resolved. A copy of the written record will be provided to you.

UWE Bristol Eye Clinic adheres to the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and NHS Complaints Policy 2017 and all local requirements of complaint management. We will make information available to the general public about the arrangements for dealing with complaints about NHS services, and NHS related complaints will be reported to the Health Service Commissioner.

Complaints regarding an NHS sight test or other NHS service may be raised with the NHS England Local Direct Commissioning Office Team. They will tell you how they intend to deal with your complaint. They may deal with it themselves or refer it to us, if you agree.

The UWE Bristol Eye Clinic Practice Manager has overall responsibility for complaints management. The UWE Bristol Eye Clinic Practice Manager will ensure:

- Complaints are dealt with efficiently and are properly investigated.
- Complainants are treated courteously, fairly, expeditiously, appropriately and are informed of the outcome of the investigation of their complaint.
- Action is taken in the light of the outcome of the investigation if any is necessary. A service improvement plan will be produced and implemented where appropriate, in accordance with the UWE Bristol Eye Clinic's Quality and Continuous Improvement Policy.

Central to UWE Bristol Eye Clinic's complaints policy is an emphasis on transparency for all parties.

Complaints need to be submitted / reported to:

Madeline Middleton
Clinic Practice Manager
UWE Bristol Eye Clinic
Glenside Campus
Blackberry Hill
Bristol
BS16 1DD

Tel: 0117 328 1187

Email: Madeline.Middleton@uwe.ac.uk

UWE BRISTOL EYE CLINIC COMPLAINTS PROCEDURE

The UWE Bristol Eye Clinic has a one-stage complaint procedure which seeks to resolve matters as quickly and efficiently as possible. A complaint may relate to facilities or services provided by the UWE Bristol Eye Clinic or actions/lack of action by its staff and/or students on placement.

If a complaint refers to a specific member of staff or student, the complaint will be brought to the attention of that individual as part of the investigation of the complaint.

Where a complaint is made anonymously, it will not be possible to undertake such an investigation. For practical reasons therefore, no action will normally be taken in the event of a complaint made anonymously.

If you are complaining on behalf of someone else, we will need that person's permission to respond to you.

The sooner you inform us about the problem, the quicker it can be resolved. Complaints should normally be submitted within three months of the incident. However, a complaint

about an NHS sight test or other NHS service can be made within 12 months of the incident or of you becoming aware of the problem.

We will acknowledge receipt of your complaint within 3 working days.

When acknowledging receipt of a complaint, we will offer to discuss with you in person how and when we intend to investigate and resolve the complaint. If you refuse this offer, we will advise you in writing how long it is likely to take to respond.

As soon as possible after completing the investigation, we will advise you in writing how we have considered the complaint and any consequent action. This will be done in 10 working days where possible. We will also inform you of any next steps you can take if you remain dissatisfied.

We will undertake to resolve the complaint within six months, but if the investigation takes longer than expected, we will keep you informed.

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

If we are not able to resolve the complaint to your satisfaction, depending on the matter complained of, there are different routes for escalation:

NHS sight test or other NHS service

Bristol, North Somerset and South Gloucestershire Integrated Care Board

Customer Services Team

NHS Bristol, North Somerset and South Gloucestershire ICB

360 Bristol – Three Six Zero

Marlborough Street

Bristol

BS1 3NX

Tel: 0117 900 2655 or 0800 073 0907 (freephone)

Email: bnssg.customerservice@nhs.net

Spectacles or contact lenses

Optical Consumer Complaints Service

PO Box 219

Petersfield

Hampshire

GU32 9BY.

Tel: 0844 800 5071

Staff or student conduct

Stage Two of the University of the West of England's Complaints Procedure

Tel: 0117 328 3371

Email: complaints@uwe.ac.uk

www.uwe.ac.uk/complaints

Fitness to Practice

The General Optical Council

Fitness to Practise Team

General Optical Council

10 Old Bailey

London

EC4M 7NG

Tel: 020 7580 3898 (option 2)

www.optical.org