

In accordance with Scottish NHS regulations, we operate a two-stage complaints process & aim to resolve any issues as quickly as possible:

Stage one - Early, local resolution (within 5 working days)

If you have any grievances or concerns, please address these verbally to one of our staff members in attendance. We'll try to resolve your complaint straight away, but we may need to make some enquiries before we can respond. We'll let you know if this is the case and aim for resolution within 5 working days.

If we cannot resolve your complaint within 5 days, we will explain why and tell you what you can do next. Normally this will involve taking your complaint to stage two. You may do this immediately or sometime after you get our initial decision.

Stage two – Formal investigation (within 20 working days)

Stage Two deals with complaints which have not been resolved at stage one or those that are complex and require detailed investigation. Here we will:

- Give formal receipt of your complaint within three working days;
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for; and
- give you a full response to the complaint as soon as possible and within 20 working days. If our investigation will take longer, we will tell you. We will agree revised time limits with you and keep you updated on progress.

Should you still be dissatisfied with the outcome, you may then refer the matter to an outside authority:

If your complaint is regarding your **NHS eye examination**, you may contact the **SPSO** (Scottish Public Services Ombudsman) *

SPSO, Freepost EH641, 4 Melville Street, Edinburgh EH3 0BR
Tel: 0800 377 7330 www.spsso.org.uk

If your complaint is regarding the **provision of spectacles or a retail transaction**, you can contact **OCCS** (Optical Consumer Complaints Service) *

OCCS, PO Box 219, Petersfield GU332 9BY
Tel: 0344 800 5071 www.opticalcomplaints.co.uk

***Please note these bodies will only act if you have completed the two-stage process above**

Our complaints officer: Mr Brian Davidson, BSc(Hons), MCOptom, 29 Crichton Street, Dundee DD1 3AR.