



Complaints Procedure

If you have any grievances or concerns, please first of all address these verbally to one of our staff members in attendance. They will do their utmost to help you.

Should your grievance/concerns not be resolved to your satisfaction, a complaint should be made in writing to:

Mr Brian Davidson, BSc(Hons), MCOptom.

This will be acknowledged within 3 days of receipt. Your complaint will be fully investigated and a reply will be made within 10 working days.

Should you still be dissatisfied with the outcome, two mechanisms exist whereby you can take the matter further*.

If your complaint is regarding a **clinical matter** (ie. related to your eye examination), you may contact **NHS Tayside**:

Complaints & Claims Manager
Complaints & Advice Team
Level 7
Ninewells Hospital
DUNDEE
DD1 9SY
Tel: 0800 027 5507

If your complaint is regarding the **provision of spectacles** or a **retail transaction**, you can contact **OCCS**. This is an independent body who will act on behalf of a patient as an intermediate party:

OCCS
PO Box 219
Petersfield
GU332 9BY
www.opticalcomplaints.co.uk

***Please note these bodies will only act if you have failed to reach an agreement with us.**