



COMPLAINTS POLICY – PATIENT GUIDE

INTRODUCTION

Perfect Eyes Ltd and Mrs. Shah-Desai are committed to improving services by listening to you. We treat many patients each year and our aim is to offer a caring and efficient service to all our patients and visitors. We welcome and value your comments; suggestions, concerns and complaints as they help us to continuously improve the quality of the service we provide. *Letting us know what you think will not affect your care in any way.*

We make every effort to offer the best patient care we can. However there may be times when your expectations are not met. On such occasions our aim is to give a full and prompt response to any complaint made.

THE FIRST STEPS – ACT QUICKLY

The best and quickest way of getting something sorted out is to raise it at the time, or if not possible as soon as possible, with a member of staff preferably the manager or secretary verbally or by emailing; manager@perfecteyesltd.com or secretary@perfecteyesltd.com

Please make sure your email title says 'COMPLAINT'. They will do their best to resolve the matter and agree a way forward.

If you wish to make a complaint some- time after your treatment we have divided the way to complain into two separate paths. If the complaint is what you would deem not serious then please speak to us. We will try to resolve it promptly. If you deem the complaint more serious it would assist us if the complaint is given in writing. You may send us a letter in the post or send an email. Our postal address is Perfect Eyes Ltd Ground Floor, 121, Harley Street, London W1G 6AX. Please mark any letter as a complaint and mark it for the personal attention of the Manager. If you wish to send an email please email to and please make sure the email title says 'COMPLAINT'. Our email details are given above.

We would ask you to make a complaint within 6 months of the event. This does not mean we will not deal with your complaint but details still fresh in your mind will assist you to make all the points you need to.

OUR COMPLAINTS PROCEDURE

We do use a third party to assist us who is well versed in complaints handling. By doing so this allows you the patient to say exactly what you want without embarrassment that you may be criticising the person who provided the treatment. It also allows for a person not involved in your treatment or our clinic to review the matter and provide a

balanced and measured approach. We want an atmosphere that you feel comfortable in making your voice heard and feel that you are being listened to.

We follow a three-stage plan:

STAGE ONE – Please make your complaint following one of the two paths above. What should you include? It would be helpful if you would let us know who or what caused your concerns; where and when the events took place; what action you have already taken, if any; what action we have already taken to rectify the concerns if known and if any and what results you want from your complaint.

Our complaints handler will collect relevant information from those involved and any written records. They will respond to you with a substantive response within **20 working days** of receipt of your complaint. Ordinarily we acknowledge a complaint within **2 working days** of receipt so that you may know it has been safely received. If they deem it necessary they will contact you to discuss any issues or resolution with you. There will be a few cases that given the nature of the allegations or for other factors we may take longer than 20 working days. If this is the case we will promptly inform you of this and our new guideline for responding.

STAGE TWO – If after stage one you are not satisfied with the response you may request in writing a review of the decision. We would ask you to do so within 6 months of the stage one decision. Please set out the basis of the review and once again we will use a third party complaints handler. Your review will be fully investigated in a measured way.

STAGE 3 – If you remain unhappy with the decision we can arrange for independent adjudication. Once again we would ask you to request the adjudication service within 6 months of the decision at stage two.

A FEW IMPORTANT POINTS

You can ask a friend or family member to make the complaint on your behalf. You will need to sign an authority, which will allow us to speak to them and respond to them as we value your rights of confidentiality.

We do wish to point out that if you state that it is your intention to seek legal advice we will continue to deal with your complaint. If however you have made a legal claim and that includes presenting the basis of a claim pre-issue any part of your complaint that relates to the claim will not be considered. Any remaining part of your complaint will proceed.

Our aim is to work with you until you are satisfied that we have answered your complaint fully and honestly.

We instigate a transparent complaints system, which is why we have chosen to use the services of a third party complaints handler.