



Complaints Information Leaflet

Vista Eye Clinic strives to provide a high standard of service. However, we understand that occasionally problems or issues of concern may arise which need to be brought to our attention. Such feedback is welcomed by Vista Eye Clinic as it affords us the opportunity to reflect on our services and improve them. The aim of this leaflet is to inform you what to do should you wish to bring an issue or concern to our attention.

Who can complain?

Any service user, employee or employer can complain. In addition, complaints can be made on behalf of an employee who is a service user by any individual that they have authorised to complain on their behalf. This might be a relative, friend, work colleague, or manager. It is important to remember that when responding to a complaint delivered via a third party, principles of medical confidentiality still apply. Medical information about an individual is not released to a third party without that individual's consent.

Who do I complain to?

In the first instance you can speak to any member of staff and express your complaint, concerns or issues directly so that the matter can be dealt with immediately and if possible, resolved.

How will my complaint be viewed?

We take all complaints seriously and the aim of the procedure is to ensure that any complaints, concerns or problems raised are acknowledged, considered, and acted upon when necessary. Improvements to our service delivery, when identified should be implemented. Formal complaints, expressions of dissatisfaction, comments and concerns can all potentially help raise the quality of the service

What is the procedure?

- If you complain in person, the member of staff who handles the initial contact will try to establish if it is a matter that can be resolved straight away.
- If it cannot be resolved there and then, you will be asked to put your complaint in writing, using the Complaint Form below, so that it can be forwarded to the Clinic Practice Manager.
- An investigation of the facts surrounding the complaint will be undertaken by the Clinic Practice Manager, with the assistance of the relevant administrative and clinical team in Vista Eye Clinic, under the oversight of the Managing Partner.
- Following the investigation a written outcome will be sent to you. This will normally be within 21 days of receipt of the complaint, but occasionally this may take longer.

What cannot be dealt with by the complaints procedure?

- Events requiring investigation by a professional disciplinary body.
- Events about which you are already taking legal action.

Complaint Form

Name (in Block Capitals please):

Date:

Your contact details:

Landline:

Mobile:

Email:

Company Name:

Date of Incident:

Location:

Staff member involved:

Nature of the complaint you wish to make:

Any other comment:

Signed: _____ **Date:** _____