# **Twins Eye Care Complaints Procedure**

### **1. Purpose**

At *Twins Eye Care*, we strive to provide the highest standards of domiciliary eye care. However, if something goes wrong or you are dissatisfied with our service, this procedure outlines how you can make a complaint and how we will address it. Our process complies with NHS guidelines to ensure all complaints are dealt with fairly, promptly, and confidentially.

### **2. Scope**

This complaints procedure applies to all patients, carers, or their representatives receiving domiciliary eye care services from *Twins Eye Care*.

### **3. How to Make a Complaint**

We encourage patients to raise concerns as soon as possible. Complaints can be made informally or formally via the following methods:

* **In Person**: If a team member is present, you may raise the issue directly with them, and we will aim to resolve it immediately if possible.
* **By Phone**: Call us at **07428065445 or 07999324341** and ask to speak to the Practice Manager or complaints lead.
* **By Email**: Send a written complaint to Twinseyecare@gmail.com
* **In Writing**: Mail your written complaint to our head office at:

**Twins Eye Care, 18 The Drive, Peterborough PE3 6AJ**

If you are unable to make a complaint yourself, a representative (such as a family member or carer) can make it on your behalf with your consent – Verbal consent is required. A legally binding document can be in substitiute for this.

### **4. Timeframes for Making a Complaint**

Complaints should ideally be made within:

* **12 months** of the incident occurring, or
* **12 months** of becoming aware of the issue.

We may extend these time limits in certain cases, such as when the patient has been ill or was unable to raise the issue earlier.

### **5. What Information to Include in a Complaint**

To help us address your complaint quickly and thoroughly, please provide:

* Your name and contact details.
* The details of the complaint (what happened, when it happened, and who was involved).
* Any suggestions for how you would like the issue to be resolved.

### **6. Acknowledgment and Response Timeframes**

* We will acknowledge receipt of your complaint in writing within **3 working days**.
* We aim to provide a full written response within **25 working days**. If the complaint involves complex issues and more time is needed, we will inform you of this and provide an updated timeline.

### **7. Complaints Process**

1. **Initial Acknowledgment**: We will acknowledge your complaint and explain the process.
2. **Investigation**: The Practice Manager or complaints lead will thoroughly investigate the complaint, speaking with relevant staff and reviewing any necessary records.
3. **Resolution and Response**: Once the investigation is complete, we will send a written response outlining:
   * A summary of the complaint.
   * Details of our findings and any actions we will take.
   * An apology, if appropriate.
   * How we will improve our services to prevent a recurrence.
4. **Further Steps**: If you are unsatisfied with our response, we will explain how to escalate the complaint.

### **8. Escalating a Complaint**

If you are unhappy with our response, you can escalate your complaint to the following bodies:

* **NHS England**
  + **By Email**: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (Please include ‘For the attention of the complaints manager’ in the subject line.)
  + **By Phone**: 0300 311 22 33 (Monday to Friday, 8am to 6pm)
  + **By Post**: NHS England, PO Box 16738, Redditch, B97 9PT
* **Parliamentary and Health Service Ombudsman**

If you remain dissatisfied after our final response or that of NHS England, you can contact the Parliamentary and Health Service Ombudsman.

* + **Website**: [www.ombudsman.org.uk](https://www.ombudsman.org.uk/)
  + **Phone**: 0345 015 4033

### **9. Confidentiality**

Your complaint will be handled with the utmost confidentiality. Only those involved in resolving the issue will have access to the details. We will keep a record of your complaint and our response in line with data protection laws.

### **10. Learning from Complaints**

At *Twins Eye Care*, we are committed to continuous improvement. We review all complaints to identify trends or recurring issues, which help us enhance our service and prevent future problems.

Thank you for your trust in *Twins Eye Care*. We take all feedback seriously and aim to resolve complaints fairly and swiftly. If you have any questions about our complaints procedure, please feel free to contact us.

This procedure ensures compliance with NHS complaints handling standards and maintains a patient-centered approach. You can tailor it to your specific practice needs and adjust the contact details as necessary.