

Probert & Williams Eye Care - Patient Charter on Complaints

December 2025. Review date: December 2027

Our success is based on our reputation for patient care, quality of product and value for money. It is a reputation of which we are justifiably proud and strive to improve. In order that we do this we take all patient complaints extremely seriously and give our commitment that, in the unlikely event that you may have a complaint we will fully investigate and do our utmost to resolve any justifiable complaint.

The Company adheres to the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011, the NHS Duty of Candour regulations, and all local requirements on complaints management. For the purpose of this policy, a complaint is not a complaint, if it is made orally and is resolved to the complainant's satisfaction within 24 hours. A complaint may not refer to a failure to comply with the Freedom of Information Act. Nor may a complaint relate to a subject which has already been dealt with as a complaint and been resolved.

All our staff are chosen because, apart from the other attributes needed for the job, they have an overriding ambition to care for our patients in the best possible way. Naturally, we are all human from time to time, a patient will have a grievance. All our staff are encouraged to understand that receiving a complaint is an opportunity to excel by resolving the problem presented. It is part of our clinical governance objectives to learn and thereby improve our services to all our customers and feedback from our patients is a vital part of the process.

How to complain

Informal complaints

The vast majority of complaints are resolved at the time in the practice. If you are returning to the practice with a grievance, please try and see the staff member who last served you. Apart from giving them the opportunity of rectifying your complaint it also makes continuity of communication much easier and will speed any resolution of your problem.

Formal complaints

If you do not receive satisfaction or for any reason you do not wish to see the original member of staff you should ask to see the supervisor or manager of the practice. This more formal process will comprise of the discussion being recorded on our "complaints record form". This will aid clarity and ensure that the staff member to whom you are complaining fully understands your complaint. The form will document your complaint and the resolution agreed by the both of you. If the problem cannot be resolved immediately the form will record the timescale expected for the resolution.

Written complaints

By their nature written complaints are formal. These should be made, in the first instance to:

The directors,
Probert & Williams Eye Care Cyf.
15 Baker Street,
Aberystwyth,
SY23 2BJ

Your communication will be immediately acknowledged. This communication will outline the procedure & time scale required to investigate and report back on your complaint. The directors guarantee to fully investigate the complaint including reviewing any clinical or other records and the complaints form completed when you first made the complaint. We will find out what happened and what went wrong, make it possible for you to discuss the problem with those concerned (if you would like this), make sure you receive an apology where this is appropriate and identify what we can do to make sure the problem doesn't happen again.

You may also wish to ask to discuss the complaint face-to-face and, if you would like to do this, we will do our best to accommodate this at the earliest opportunity.

In extremely unlikely event that you feel your problem remains unresolved you have the right to complain to either the Optical Consumer Complaints Service (service or product related complaints) or the General Optical Council (clinical complaints) at the addresses shown below.

If your complaint remains unresolved and is related to an incident involving services provided on behalf of the National Health Service, you have the right for your complaint to be reviewed by the Hywel Dda University Health Board concerns team:

Freepost Feedback @ Hywel Dda
Tel: 0300 0200 159
email: hdhb.patientsupportservices@wales.nhs.uk

If you need help to tell us about your concern, please let the person dealing with your complaint know, or contact Llais who provide free and independent advocacy service, and able to help patients or the people acting for them to raise a concern.

Llais Hywel Dda
Tel: 01646 697610
email: westwalesadvocacy@llaiscymru.org

Complaining on Behalf of Others

Due to confidentiality of clinical data it is not possible for us to respond to third parties regarding a complaint with express written permission from the patient.