

The S2 Optical Company Ltd

t/a The Eye Zone

Do You Have a Complaint?

If you wish to complain about our services or products, please let us know as soon as possible. Whether you are a patient receiving General Ophthalmic Services under the NHS or you are a private patient, we hope that most problems can be sorted out quickly and easily. The sooner you tell us about the problem, the quicker it can usually be resolved.

If your complaint is about a NHS sight test or other NHS service, you should tell us - verbally, electronically or in writing - within 12 months of the incident itself or 12 months of you becoming aware of the problem.

Please raise your concern with any of our staff or please contact:

Amit Samani, Director,
The Eye Zone, 25 New Broadway, Ealing, W5 5AW.
Or by email: info@eyezoneopticians.co.uk

Alternatively you can complain to NHS England. They will tell you how they intend to deal with your complaint. <https://www.england.nhs.uk/contact-us/complaint/>

Complaints should be sent to:

NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net

Please state: 'For the attention of the complaints manager' in the subject heading

Tel: 0300 311 22 33

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

They will acknowledge receipt of your complaint within three working days; and, if you wish, they will explain to you in person how and when they will investigate and resolve the complaint. If the investigation takes longer than expected, they will keep you informed. Although they undertake to resolve complaints within six months, most complaints are dealt with much more quickly than that.

You can be sure that they will treat your complaint in strict confidence. If you are complaining on behalf somebody else, they will need that person's permission to respond to you.

If your complaint is not about NHS sight testing or other NHS services but about spectacles or contact lenses only and we are not able to resolve it to your satisfaction, further help is available from: <http://www.opticalcomplaints.co.uk/>

Optical Consumer Complaints Service
6 Market Square, Bishop's Stortford, Hertfordshire, CM23 3UZ. Telephone: 0344 800 5071