

Halcyon Vision Ltd

Complaints Handling Procedure

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HALCYON VISION LTD

HVL Complaints Procedure

This leaflet explains our complaints. It outlines what you can expect from us when we are dealing with your complaint.

Halcyon Vision Ltd is committed to providing high quality care and treatment to our patients through the delivery of safe, effective and person-centred care. We understand that sometimes things go wrong. If you are dissatisfied please tell us and we will do our best to put things right. If we cannot resolve matters in the way you want, we will explain why it's not possible to do as you suggest.

What is a complaint?

Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

If you have a complaint or concern about the service you have received, or any of the staff, please let us know.

Who can complain?

Anyone can make a complaint to us. You can complain directly to us, or we can deal with your representative. This could be any person that you choose. We can provide information about advocacy services, and about the Patient Advice and Support Service. If you agree to someone making the complaint on your behalf, we will need your permission for us to deal with that person. If you wish to make a complaint on behalf of someone else who is incapable of providing consent due to physical or mental illness, a copy of Power of Attorney or Welfare Guardianship documentation is required.

What can I complain about?

- Your care and/or treatment;
- delays;
- a failure to provide a service;
- an inadequate standard of service;
- a lack of information and clarity about appointments;
- difficulty in making contact with us for appointments or queries;
- treatment by or attitude of a member of our staff;
- environmental or domestic issues;
- operational and procedural issues;
- our failure to follow the appropriate process; and
- your dissatisfaction with our policy.

What can't I complain about?

There are some things we cannot deal with through our complaints handling procedure. These include:

- a previously concluded complaint or a request to have a complaint reconsidered where we have already given our final decision;
- a complaint that is being or has been investigated by the Scottish Public Services Ombudsman (SPSO);

- a complaint arising from a suggested failure to comply with a request for information under the Freedom of Information Act; and
- a complaint about which you have commenced legal proceedings, or have clearly stated that you intend to do so, rather than pursue the matter using the NHS complaints procedure.

It is not possible to list everything that you can and cannot complain about. If other procedures can help you resolve your concerns, we will try to help you.

How do I complain?

You can complain in person at the place where you have received care, treatment or advice, or where the incident that you want to complain about happened. You can also complain by phone or in writing. Please address all correspondence to Douglas Allison. If you wish to complain by email the address is: contact@halcyonvision.co.uk

Wherever possible we encourage you to contact us. It's easier for us to resolve complaints if you make them quickly and directly to the service concerned. We will always try to resolve any problems on the spot if it is possible to do so.

When complaining, please tell us:

- your full name and address, and your email address if this is your preferred method of contact;
- the full name, address and date of birth of the person affected if you are complaining on behalf of somebody else;
- as much as you can about the complaint;
- what has gone wrong;
- when did this happen;
- where did this happen; and
- how you want us to resolve the matter

Giving us this information will help us to clearly identify the problem and what we need to do to resolve matters.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage one – early, local resolution

We aim to resolve complaints quickly. Where appropriate, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

Sometimes we will have to make some enquiries before we can respond to your complaint. We will give you our decision at Stage one in five working days or less, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage two

Stage two – investigation

Stage two deals with two types of complaint: those that have not been resolved at Stage one and those that are complex and require detailed investigation.

When using Stage two we will:

- Acknowledge receipt of your complaint within three working days;
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for; and
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

If you are still dissatisfied with our decision or the way in which we have dealt with your complaint when we have sent you our full response, you can ask one of the following bodies to look at it.

If your complaint relates to NHS funded health care services you can contact the SPSO:	
In Person: SPSO Bridgeside House 99 McDonald Road Edinburgh EH7 4NS	By Post: Freepost SPSO This is all you need to write on the envelope, and you don't need to use a stamp
Freephone: 0800 377 7330	
Online: www.spso.org.uk/contact-us	
Website: www.spso.org.uk	

If your complaint relates to non NHS funded goods or services you can contact the OCCS:	
By Post: OCCS 6 Market Square Bishop's Stortford Hertfordshire, CM23 3UZ	
Telephone: 0344 800 5071	
Online: submit.opticalcomplaints.co.uk/SubmitComplaint	
Website: www.opticalcomplaints.co.uk	

The SPSO and OCCS cannot normally look at a complaint that has not completed our complaints procedure, so please make sure it has done so before contacting them.

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service as long as you have given them your consent to complain for you.

The Patient Advice and Support Service (PASS) is an organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the NHS. Further information and contact details can be found on the PASS web site:

www.patientadvicescotland.org.uk

