



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 an NHS sight test or other NHS service, you should tell us verbally or in writing- within 3 months of the incident itself or 3 months of you becoming aware of the problem.

Please raise your concern with any of our staff or contact

Mark Wilkinson

Alternatively you can complain to Bromley PCT . They will tell you how they intend to deal with your complaint. The PCT may deal with it itself or refer it to us.

We will acknowledge receipt of your complaint within 3 working days. If the investigation to resolve complaints takes longer than expected, we will keep you informed. Although we resolve to resolve complaints within six months, most complaints are dealt with much more quickly than that.

You can be sure that we will treat your complaint in strict confidence. If you are complaining on behalf of somebody else, we 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:

Optical Consumer Complaints Service
PO Box 219, Petersfield,
Hampshire
GU32 9BY

Tel 0844 800 5071

www.wjw.com

Orpington, Bromley, Maidstone, Tonbridge, Sevenoaks.

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