

Listening
to you...

Solving your issue...

Information for patients

Centre for Sight is committed to improving services by listening to you. We treat many patients each year and our aim is to offer a caring and efficient service to all our patients and visitors.

We welcome and value your comments, suggestions, concerns and complaints as they help us to continuously improve the quality of the service we provide

Letting us know what you think will not affect your care in any way.

Meeting your needs and speaking your language

We can provide information in a number of languages and adapt the way we communicate with you depending on your needs. For example, we can use Braille, large print or audio formats.

The first steps

The best and quickest way of getting something sorted out is to raise it at the time, or as soon as possible, with a member of the

ward or department staff. If you are not satisfied, please ask the staff member to contact the:

- Outpatient sister
- Theatre Manager or
- Office Manager

They will do their best to resolve the matter and agree a way forward.

Making a complaint

A complaint may be made by a patient or with their consent by someone acting on their behalf.

You can make your complaint by telephone or email using the information above or, if you prefer, you can send a letter.

It is important to remember that when someone is making a complaint on behalf of a patient, the company cannot include clinical information in a response without the patient's consent.

You can write directly to the Chief Executive:

The Chief Executive
Centre for Sight
Hazelden Place
Turners Hill Road
East Grinstead
West Sussex
RH19 4RH

Or send an email to:

admin@centreforsight.com

Normally, complaints should be made within twelve months of the event concerned, or within twelve months of you becoming aware of the matter which is the subject of the complaint.

Once we receive your letter, the complaints manager will contact you to discuss your complaint and agree with you how we will look into, and resolve, the problems you have raised with us. This could be via a letter of explanation or at a meeting, if you prefer. Our aim is to work with you until you are satisfied that we have answered your complaint fully and honestly.

Company staff are committed to resolving issues that are raised locally as quickly as possible, and listening to people's concerns so we can make changes in practice where necessary.

However, if you remain dissatisfied with the company's response, you can ask the Independent sector complaints Adjudication Process to review your complaint.

admin@centreforsight.com or 0800 011 2882 (freephone)

EAST GRINSTEAD
Hazelden Place
Turners Hill Road
East Grinstead
West Sussex
RH19 4RH

LONDON
38 Queen Anne Street
London
W1G 8HZ

OXSHOTT
48 High Street
Oxshott
Surrey
KT22 0JR