

## Complaints Handling

With the recent changes to the NHS in England on April 1st, the information displayed in a number of optical practices with respect to complaints is out of date. The information is as follows. Please ensure that this is displayed in your practice:

When to raise a formal complaint

If you have tried to resolve your complaint at local level and this has failed, you can register an official complaint to NHS England via the complaints manager. You have several options for doing this:

By post

NHS England  
PO Box 16738  
Redditch  
B97 9PT

By email

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

With 'For the attention of the complaints manager' in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

We will take a note of your complaint and arrange for it to be passed to the complaints manager

Website: <http://www.england.nhs.uk/contact-us/complaint/>