

Complaints procedure

Maggs Optics Ltd

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with the branch manager. If the issue remains unresolved, the next step is to make a formal complaint.

For ease of use, a template complaint form is included at the end of this procedure. You can also ask third party organisations like the Citizens Advice to help you.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Resolving complaints

At each stage in the procedure, Maggs Optics Ltd wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Stage 1

Formal complaints must be made to the Manager (unless they are about the Manager), via the Company Director. This may be done in person, in writing (preferably on the Complaint Form), or by telephone.

The Manager will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 30 days.

Within this response, the Manager will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Manager can consider whether a face to face meeting is the most appropriate way of doing this.

During the investigation, the Manager (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Manager will provide a formal written response within 90 days of the date of receipt of the complaint.

If the Manager is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Maggs Optics Ltd will take to resolve the complaint.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to :-

Optical Consumer Complaints Service
0344 800 5071
Email enquiries@opticalcomplaints.co.uk

Please complete and return to The Manager, Maggs Optics Ltd, Riverside Arcade, Haverfordwest, SA61 2AL.

Your name:
Address:
Postcode:
Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: