



Complaints and Feedback Policy

1. Introduction and Purpose

At Opt Healthcare, we are committed to providing a high-quality service to all our clients and stakeholders. We view feedback—both positive and negative—as an invaluable opportunity to learn, improve, and ensure our services meet your needs.

The purpose of this policy is to provide a clear, fair, and accessible mechanism for anyone wishing to raise a complaint, pay a compliment, or make a suggestion about our services.

2. Definitions

- **Feedback:** General comments, observations, or suggestions about our services that do not require a formal resolution.
- **Compliment:** An expression of praise or satisfaction regarding a service, team, or individual staff member.
- **Complaint:** An expression of dissatisfaction, whether justified or not, about any aspect of Opt Healthcare's services, actions, or lack of action.

3. Core Principles

- **Accessibility:** Making a complaint or sharing feedback is entirely free, straightforward, and accessible to everyone.
- **Fairness:** All complaints will be investigated thoroughly, impartially, and without bias.
- **Confidentiality:** Personal data collected during this process is treated in strict accordance with the UK GDPR and the Data Protection Act 2018. It will only be shared with individuals necessary to resolve the matter.
- **No Retaliation:** No user will receive poorer service or experience adverse consequences because of making a complaint.

4. How to Submit Feedback, Compliments, or Complaints

We accept feedback and complaints through multiple channels:

- By Email: feedback@opthcare.co.uk
- By Phone: **01323 379 269**
- By Post: **Opt Healthcare, Suite 9 Highlight House, 8 St. Leonard Road, East Sussex, BN21 3UH**

5. Our 3-Stage Complaints Procedure

Whenever possible, we aim to resolve complaints informally and quickly. However, where an issue is complex or serious, it will follow our structured formal procedure.

Stage 1: Informal Resolution (Frontline)

- What happens: When you first contact us with an issue, the staff member who receives it (or the immediate manager) will attempt to resolve it on the spot or within a few working days.
- Timeframe: We aim to acknowledge and resolve Stage 1 complaints within three working days.

Stage 2: Formal Investigation

- What happens: If you are unhappy with the outcome at Stage 1, or if the matter is too serious for informal resolution, your complaint will be escalated to Stage 2. A designated senior manager will be assigned to independently investigate the matter.
- Timeframe: We will acknowledge your Stage 2 complaint within **seven** working days. A full, written response outlining our findings will be provided within **seven** working days. If we need longer to investigate, we will update you with a revised timeline.

Stage 3: Internal Review (Appeal)

- What happens: If you feel our Stage 2 response did not resolve the matter fairly, you can request an internal review. This review will be conducted by an executive panel who has had no previous involvement in your case.
- Timeframe: You must request an appeal within **twenty-eight** working days of receiving the Stage 2 decision. We will issue our final written response within **twenty-eight** working days of receiving your appeal. This concludes our internal complaints procedure.

We aim to have all complaint investigations concluded within **eight weeks unless a different deadline is agreed with the complainant and there is a good reason for this.**

6. External Escalation (Ombudsman)

Once your complaint has been fully dealt by Opt Healthcare, if you are not satisfied with the outcome you can complain to the **Local Government Ombudsman (LGO)**. The LGO provides a free, independent service. You can contact the LGO Advice Team for information and advice, or register your complaint:

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: <https://www.lgo.org.uk>

Please note that external ombudsmen will typically only investigate your case after you have fully exhausted our internal 3-stage complaints process.

7. Recording and Continuous Learning

All complaints, compliments, and feedback are securely logged on our internal system.

- Compliments are passed on to the relevant staff members and celebrated internally.
- Complaints and Suggestions are reviewed quarterly by senior management to identify trends, root causes of errors, and areas where staff training or system updates are required.

In line with UK compliance guidelines, records of formal complaints are securely retained for six years from the date the case is closed, after which they are safely destroyed.

Rony Managing Director

OPT HEALTHCARE LIMITED