

Complaints Policy

Progressive vision is committed to providing a high-quality eyecare service to our patients. We recognise that there may be occasions when patients may wish to complain about some aspect of the service. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of our team as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

Verbal Complaints

If you wish to speak to someone about an aspect of the Progressive Vision service, please try to do so as soon as possible. Our team will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

Written Complaints

All written complaints should be addressed to the Operations Manager, at **Progressive Vision, Suite 21, The Beacon Clinic, Sandyford, Dublin 18**. Please include as much detail as possible in regard to nature of your complaint stating the following information:

what you are unhappy about
when the incident took place
what staff were present/assisting at the time

Your complaint will be acknowledged within 2 working days of receiving the letter, unless a full response can be given to you within 5 working days.

We will carry out a full investigation of the nature of your complaint and engage with you directly to resolve your complaint as quickly as possible. You will receive a full response within 20 working days of the complaint being received.

If a full response cannot be given within 20 working days of receiving your complaint, we will contact you to explain the reason for the delay and agree a further timescale. You will receive a full response within 5 days of a conclusion being reached.

You may also wish to contact us by email at info@progressivevision.ie