

Pritchard Cowburn

OPTICIANS
Cardigan • Narberth • Pembroke Dock

Monitoring concerns at Pritchard Cowburn opticians at Narberth, Pembroke Dock and Cardigan.

To provide information on the progress and performance of Pritchard Cowburn Ltd in dealing with concerns.

This report outlines how Pritchard Cowburn Ltd has dealt with concerns for the period of March 28th 2015- April 25th.

1. Overview of arrangements in place for dealing with concerns

If concerns are reported they are investigated fully. Concerns are resolved as quickly as practically possible.

Any concerns are dealt with swiftly and promptly, there is a complaints procedure in place and regular peer reviews.

When and where necessary expert and legal advice is sort from GOC, AOP, college of optometrist general optical services, NHS Cymru (Wales) , optometry Wales and ACAS.

2. Concerns statistics

No concerns where found or raised in this period.

3. Conclusion and priorities for improvement

Continue to work in a diligent manner and look at where improvement can be made.

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