

General Optical Council  
**Investigation Form**

This form is for you to use to make a complaint to the General Optical Council (the GOC) about someone who is registered with us. You can check whether or not someone is registered with us at [www.optical.org](http://www.optical.org) or call 020 7580 3898.

Before filling in this form you should read our booklet '**How to complain about an optician**'. You should also be aware that if your complaint is about the cost of a service or the cost of any glasses or contact lenses, you should contact the Optical Consumer Complaints Service on 0844 800 5071.

Please complete this form in blue or black ink, in CAPITALS, giving us as much detail as you can and send it to: Fitness to Practise, General Optical Council, 41 Harley Street, London W1G 8DJ. If you would like more information about how we deal with complaints, please visit **[www.optical.org](http://www.optical.org)** or contact us on 020 7580 3898. You can complete the form electronically but you must return it by post rather than email as it must be physically signed.

**Your full name** (including title)

**Your address** (including postcode)

**Your phone number**

**Your mobile number** (if you prefer to be contacted on that number)

**Your email address** (if you check your email account regularly)

**Name of optometrist or dispensing optician** (if you know it) **who you are complaining about**

**Optometrist's or dispensing optician's work address** (including postcode)

**Do you have any documents (for example prescriptions or letters) that might relate to your complaint? If so, please list them in the box below and send us copies of them.**

**Did anyone else see or hear the things that you are complaining about? If so, please write their names in the box below and explain how they were involved.**

**Have you complained about this to any other organisation? If you have, please tell us which organisation you have complained to and give brief details of what has happened to that complaint. Please also send us copies of any letters between you and that organisation.**

**Please describe your complaint as fully as possible. Explain exactly what happened, where it happened, and the dates when it happened. If you are complaining about more than one registrant, please explain how each person was involved. Please continue on a separate sheet if you need to.**

A large, empty rectangular box with a thin black border, occupying most of the page below the instructions. It is intended for the user to write their complaint details.

The following text is not covered by Plain English Campaign's Crystal Mark number 18481.

**Declaration and consent to disclose**

In order to deal with your complaint we will need to give details of it to the person you are complaining about and their employer. Please sign and date the boxes below to give us your consent to do this. We are unlikely to be able to take your complaint any further if you do not sign and date this section of the form.

Please note that we may also need to forward details of your complaint to the Council for Healthcare Regulatory Excellence, the body that oversees the work of all the UK healthcare regulators.

**I agree that the General Optical Council (the GOC) can disclose my complaint and any information I provide in connection with it to the registrant(s) involved in my complaint and/or to his/her legal representative. I also agree that the registrant(s) can disclose to the GOC any information that is necessary for the GOC to consider my complaint.**

**I declare that all the information that I have given in this form is, to the best of my knowledge, complete and accurate.**

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Signature of patient or complainant

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Date