

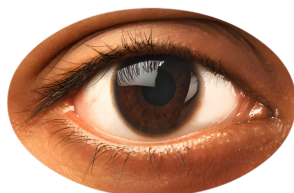
If you are not happy with your eye care



Easy read guide



Having an eye test at the opticians is very important.



Opticians test your eyes.



They are also called optometrists.



This guide tells you what to do if you are not happy with your visit to the opticians.



There will not usually be a problem at your eye test.



If you are not happy with your eye care, you can get help.



Examples could be:

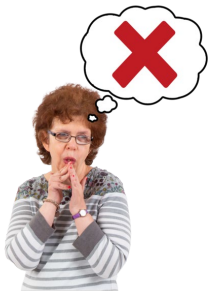
- You feel rushed or not listened to



- Things are not explained clearly



- You feel uncomfortable or upset



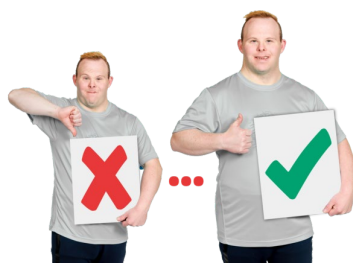
- You think a mistake has been made



If you are not happy with your eye care, talk to the optician or a member of staff first.



Tell them what happened and how you feel.



They may be able to make things right.



You can ask someone you trust to help you.



This could be a friend, family member, or support worker.



If you are still not happy, you can make a complaint.



Optical Consumer
Complaints Service

You can complain to the Optical Consumer Complaints Service (the OCCS).



The OCCS will ask you about the problem.



They will then speak to the optician to see if they can sort out the problem



It does not cost money to complain to the OCCS.



You can contact the OCCS by:

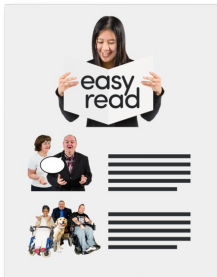
- Calling 0344 800 5071



- Emailing enquiries@opticalcomplaints.co.uk



The OCCS website is www.opticalcomplaints.co.uk.



You can read our guide on [what happens at an eye test](#).



www.seeability.org



facebook.com/RSB.seeability



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