



LOC HOT BRIEF

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Private & Confidential to Optical Contractors, Performers and Dispensing Opticians

Hot Briefs contain guidance and advice from the Optical Confederation and LOCSU on important issues relevant to all ophthalmic contractors, performers and dispensing opticians, which we would like LOCs to be aware of or to take action on and to disseminate to all contractors, performers and dispensing opticians in their area as soon as possible.

The Complaints System in England

Please see below for the link to the Optical Confederation's advice on the Complaints System in England:

[http://www.opticalconfederation.org.uk/downloads/guidance/oc-complaints-procedure-and-advice-\(england\)---updated-april-2019.pdf](http://www.opticalconfederation.org.uk/downloads/guidance/oc-complaints-procedure-and-advice-(england)---updated-april-2019.pdf)