

15th July 2026

**To all Optometrists and
Ophthalmic Medical Practitioners
providing General Ophthalmic Services**

Dear Contractor

Re: Complaints Recording and Reporting – Ophthalmic Contractor Requirements

Further to the implementation of the new Model Complaints Handling Procedure (MCHP) on 1st January 2026 and the information provided to optometry contractors on recording and reporting, an agreement between ONI and SPPG has been reached to remove the requirement for monthly 'nil' returns from contractor practices that have received no complaints. Please note that the requirement to report a complaint(s) to SPPG Complaints still exists where a complaint(s) has been received in your practice. The '[Short Guide for Providers of Family Practitioner Services](#)' provides helpful examples of what constitutes a complaint for the purpose of recording, managing and reporting, and you are asked to ensure **all staff** working in your practice are familiar with this guidance and apply it in the course of their work.

Effective management of complaints enables the monitoring of volumes and trends, and supports the timely identification and dissemination of learning at both Practice and system level. You are reminded of the process and relevant dates for submission of complaints which are noted in the '[GOS: HSC Complaints Process Guidance Pack](#)' and which can be downloaded from the weblinks noted below. Contractors must ensure that when a complaint is received into a practice that you comply with the process and report in line with requirements.

Full details of the Model Complaints Handling Procedure (MCHP) and other helpful supporting resources can be found on the BSO website at the following links:

- [Complaints Information - Business Services Organisation \(BSO\) Website](#)
- [Model Complaints Handling Procedure \(MCHP\) - Business Services Organisation \(BSO\) Website](#)

Please ensure that **all staff** in your practice have a full working knowledge of the MCHP and associated processes.

Should you have any queries in relation to the MCHP or require any further assistance or support with the process, please contact complaints.SPPG@hscni.net in the first instance.

Ophthalmic Services

Business Services Organisation