

# Customer Complaints

How to See Them Coming, and  
How to Avoid Them



We would like to invite you  
to the Suffolk Local Optical  
Committee AGM on 18th  
October 2016.

As new GOC Practice Standards came into force this year, this peer discussion session led by Richard Edwards, Consultant at the OCCS, will outline the key trends from the OCCS over the past two years. We will also share insights and learnings from these real cases and enable delegates to build strategies to avoid similar occurrences.

**18th October 2016**

**Venue:** The Windmill Room  
Holiday Inn Ipswich  
London Road  
Ipswich  
IP2 0UA

**Time:** 6.30pm - 9pm (Buffet and refreshments provided)

To book your place at this event  
please email [pjmcelduff@gmail.com](mailto:pjmcelduff@gmail.com)

Three interactive CET points available  
for DOs and Optoms