

The Independent Committee of Management

The Committee is composed of representatives of both consumer and professional interests and monitors the operation of the OCCS to ensure that the service functions in an independent and even-handed manner. The Association of British Dispensing Opticians, Association of Optometrists, College of Optometrists and Federation of Ophthalmic and Dispensing Opticians each nominate a member to the Committee, and the Committee includes a member with a background in consumer issues and trading standards.

In the year ending 31 March 2011, the Committee met on three occasions and attended the conference. In addition there were four visits to the OCCS office to review individual cases and generally monitor the way in which complaints were handled. Three of these visits were on a rota basis by lay Committee members and the fourth by an optician member.

These visits were made to confirm that procedures were being properly carried out and to identify any particular issues arising from the complaints received. This input by those members who are not connected with the profession and an optometrist or dispensing optician helps to secure that there has been a fair assessment of the merits or otherwise of each individual case, and enables any common area of consumer difficulty to be identified.



Chairman - David Burt OBE

Non-Executive Director of the USA Deutsch Group, International Aerospace and Autosport Component Manufacturers. Special Adviser to Deutsch UK Ltd. Senior Adviser to the Wendel Group, Paris. Past Chairman of the General Optical Council. OCCS Director.



Deputy Chairman - Rita Lewis

Non executive director of NHS East Sussex Downs & Weald, and NHS Hastings & Rother, and NHS Sussex. Chair, Action against Medical Accidents; Chair, British Acupuncture Accreditation Board; past Chair, Association of Community Health Councils for England & Wales. OCCS Director.



Lyn Gould

Consultant and lecturer in consumer affairs. Former Chair of the Institute of Consumer Affairs and London Trading Standards Institute.



Ian Legg

Retired banker with experience in UK and international banking. OCCS Director.



Pamela Cann

Assistant Administrators

The Administrator attends the office on two days a week and the Assistant Administrators share

a full-time appointment. Eileen, one of our first appointments when we moved out of London, retired at the end of 2010 to spend more time with her family. Her place has been taken by Kate and we are pleased to welcome her to the team.



Dr. Evan Page

Retired University Vice-Chancellor. OCCS Director.



Graham Ackers

Appointed by the Federation of Ophthalmic and Dispensing Opticians.



Eileen Riddiford



David Alexander

Appointed by the College of Optometrists. OCCS Director.



Elizabeth Frost

Appointed by the Association of Optometrists.



Kate Hughes



Susan Southgate

Appointed by the Association of British Dispensing Opticians.



Richard Wilshin

OCCS Administrator and Company Secretary. Solicitor and past GOC Chief Executive & Registrar.