ARGYLL AESTHETICS

COMPLAINTS POLICY

Stage 1

It is Argyll Aesthetics expectation that no client has cause to complain. I will work hard to ensure that my services exceed your expectation and am very sorry if you have had to complain. If you feel dissatisfied or have any concerns, please discuss with myself, Shirley the owner & nurse practitioner in Argyll Aesthetics, I will endeavour to respond to your concerns in a way that will ensure you will feel satisfied and happy with the outcome.

(Important: If you wish to complain on behalf of another person,I will require their written signed consent that they agree for you to act on their behalf and to receive information relating to their treatment at the clinic. The bottom section of this leaflet may be used for this purpose).

Stage 2

In some cases, you may feel more comfortable speaking to someone not directly involved in your care. As Shirley is the sole practitioner in Argyll Aesthetics and if after you have tried to resolve any issue directly with Shirley, then Argyll Aesthetics advises you to then contact the Health Care Improvement team at the number/address below.

 Argyll Aesthetics is also a member of the cosmetic redress scheme which can also offer a complaint resolution, e-mail address is below.

On receipt of your complaint, a full investigation will take place and a letter of response provided to you, at the latest, within 20 working days.

Stage 3

Should your concern remain unresolved you may wish to take your complaint to Healthcare Improvement Scotland. Contact details:

Healthcare Improvement Scotland

50 West Nile Street

Glasgow

G1 2NP

Tel: 0141 225 6999

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org/)

Cosmetic Redress Scheme : [www.cosmeticredress.co.uk](http://www.cosmeticredress.co.uk/)

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