



# **COMPLAINTS POLICY**

## COMPLAINTS POLICY

At Victoria's Aesthetics, we are committed to providing exceptional care and service to all our patients. We understand, however, that there may be times when you feel that the level of service or care did not meet your expectations. If you feel dissatisfied with any aspect of our service, we encourage you to bring this to our attention verbally, as soon as possible so that we can hopefully rectify the situation together.

This policy is for escalation of complaints that have been formally received in writing.

We believe that effective complaint handling is essential to maintaining high standards and building trust. This policy outlines the procedures for handling complaints and ensures that all complaints are dealt with fairly, efficiently, and confidentially.

This policy applies to complaints received by Victoria's Aesthetics regarding the services provided.

- To provide a clear and accessible process for patients to raise concerns.
- To investigate complaints promptly and thoroughly.
- To resolve complaints to the satisfaction of the patient wherever possible.
- To learn from complaints and improve our services.

A complaint is defined as an expression of dissatisfaction with any aspect of the clinic's services, including but not limited to:

- Treatment outcomes
- Staff conduct
- Clinic facilities
- Administrative processes

All complaints should be directed, in writing, to Victoria's Aesthetics at:  
[pixie@victoriasaesthetics.co.uk](mailto:pixie@victoriasaesthetics.co.uk)

Please give as much detail as you can within your complaint and what the complaint is about. The complaint will be acknowledged within 14 working days of receipt.

The complainant will be informed of the complaints procedure and their right to escalate the complaint if necessary.

A thorough investigation will be conducted into the complaint.

Relevant staff members will be involved in the investigation as required.

All information appropriate to the complaint will be gathered during the investigation and treated confidentially.

The investigation should be completed within 30 working days.

Our insurance company will be notified of the complaint.

The complainant will be informed of the outcome of the investigation in writing.

The response will outline the findings, any actions taken, and the steps to prevent recurrence.

The response should be provided within 30 working days of completing the investigation.

Every effort will be made to resolve the complaint to the satisfaction of the complainant.

If the complaint cannot be resolved to the complainant's satisfaction, they will be informed of their right to escalate the complaint to the relevant regulatory body. All complaints will be reviewed to identify areas for improvement. Changes to policies or procedures will be implemented as necessary. All information related to complaints will be treated confidentially.

This policy will be reviewed annually to ensure its effectiveness. All staff members will receive training on the complaints handling procedure. All complaints and responses will be documented and retained in accordance with data protection regulations. By following this complaints policy, Victoria's Aesthetics aims to provide a fair and transparent process for handling complaints and to continuously improve the quality of our services.