

## **CONCERNS and COMPLAINTS POLICY and PROCEDURE**

At Complexion Skin Clinic, we aim to ensure that all the services we provide are of the highest quality; client care is at the heart of our business ethos, and this will never be intentionally compromised.

As a member of the BIAE, we are committed to the BIAE Code of Professional Practice which upholds the highest standards of our professional practice and can be found on the BIAE website.

### **Stage 1**

If a customer feels that:

- the service has not been provided with reasonable care and skill, or as agreed,
- that the variable range of possible outcomes regarding the healing process, time taken to heal and final results on the skin was not discussed,
- that the aftercare instructions have not been given to, or fully followed by the client,

concerns, or complaints, should be promptly raised in person (by appointment) to Maria Lyons or by phone (Tel: 01935 873456) or in an email to [mariaplyons@btinternet.com](mailto:mariaplyons@btinternet.com). Maria Lyons will contact with the client to discuss how the matter can be rectified amicably using a fair and reasonable approach. Contact will be followed up by a summarizing email.

We listen carefully and respond to concerns or complaints. Concerns will be discussed and action to be taken by the client or by the therapist will be described. If a mistake has been made, this will be acknowledged, and steps will be taken to rectify it. (The Consumer Rights Act 2015 (England and Wales) applies.)

Thorough notes of the concern or complaint together with any supporting evidence will be taken and logged on the client's personal file whatever the outcome.

In case of skin reactions, further information and photos may be required as well as the client may need to attend in person for skin analysis for the best course of action to be recommended. Additional aftercare advice may be issued.

Regular clinic visits for assessment may be required over a period of time to observe the healing progress. Regular contact is encouraged to keep us informed of any new developments and give us the opportunity to respond with changing the aftercare routine if we feel it would benefit the customer.

The Consumer Rights Act 2015 states that customers must allow the service provider to put things right, therefore a complaint cannot be legally escalated if this stage is omitted or if the customer does not engage with the remedy protocol.

### **Stage 2**

Clients can raise a concern with the BIAE if they believe that we have breached the BIAE Code of Professional Practice by following the relevant procedure which can be found on BIAE website [www.electrolysis.co.uk](http://www.electrolysis.co.uk)

### Stage 3

Independent external review – If a decision cannot be reached to our client's satisfaction, we will, as required by The Consumer Rights Act 2015, refer the complaint to a certified alternative dispute resolution provider such as Hair & Beauty Mediation. As mediators, they listen to both sides and help work towards a fair and reasonable compromise which is acceptable to both parties. It is not legally binding unless both parties agree on an outcome, but this will offer an alternative option to taking legal action. Any additional staff training that has been undertaken in response to this complaint will be relayed to our client by email.

### Stage 4

If, after mediation work towards to a fair and reasonable compromise that both parties are happy, an agreement has not been reached, then we would advise our client to seek legal advice. All details, including our insurance companies' details would be provided for the client.