



Complaints Policy

At Surface Beauty Aesthetics, we strive to provide excellent customer service and pride ourselves on a very high standard of aesthetic treatment. We do however recognise that complaints occur within the Aesthetic Industry. We can help lessen complaints by ensuring we manage our clients' expectations efficiently by clearly setting out an achievable treatment plan. We take pictures during our consultation appointment and allow the clients a significant "cooling off" period before booking treatment appointments and then again ensure expectations are fully understood and documented during informed consent.

Surface Beauty Aesthetics views complaints as an opportunity to learn and improve for the future, as well as gaining a satisfactory outcome for the individual involved.

Our policy is to:

- Ensure our clients feel comfortable and confident to raise their concerns with the practitioner.
- Ensure we are easily contactable by phone, email or text to raise initial complaint.
- Ensure a practitioner is available to review the client and investigate concerns within a timely fashion.
- To make sure that complaints are, wherever possible, resolved and relationships are repaired.

In the first instance any complaint or concern should be raised directly with the nurse practitioner as above. Surface Beauty Aesthetics will strive to resolve any concerns at this time.

In the event that successful resolution cannot be obtained Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland. They can accept complaints at any time at:

Healthcare Improvement Scotland
Independent Healthcare Team
Gyle Square, 1 South Gyle Crescent
Edinburgh, EH12 9EB
T: 0131 623 4342
E: hcis.ihcregulation@nhs.net

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