Complaints Policy

Sarah Eve Aesthetics Ltd

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| Date Effective: | 28.07.2021 |
| Review Date: | 28.07.2023 |
| Version No: | one |
| Policy Owner / Author: | Sarah Clyde |

## Reason for Policy / Purpose of Policy

At Sarah Eve Aesthetics we always aim to provide a high standard of care in all our services. Our clients views are very important to us and moreover ensure our services are consistently meeting the clients needs. If the client is unhappy it is important that they lets us know and this policy will ensure they have the relevant information and steps to escalate a complaint.

## Policy Statement and Aims

Sarah Eve Aesthetics aim to handle all complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use the information gathered from the investigation to help us improve the service we provide. At Sarah Eve Aesthetics we will treat all complaints in confidence.

Anyone affected by the way Sarah Eve Aesthetics provides services can make a complaint. If the client is not happy to make a complaint themselves and don’t know of anyone who can talk or write to us we will be happy to locate a representative from an independent organisation to act as an advocate.

A client can make a complaint either:

* In person
* By telephone, letter or email

The manager will acknowledge a complaint within 3 working days and will provide the name and contact details of the person investigating the complaint to the client. The client will be fully informed of the progress being made in the investigation. The aim is to have the complaint finished within a 28-day timescale unless otherwise agreed with the client.

When the complaint has finished being investigated the manager will arrange to meet with the client to discuss the outcome and will then write to the client with the details of the findings, any action taken and the proposal arising from the compliant.

If the client is not happy with the outcome of the complaint, we will signpost them to our healthcare regulator – Healthcare Improvement Scotland who is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant.

Contact details are:

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

0131 623 4342

hcis.clinicregulation@nhs.scot

We will also ensure the client is aware that they can contact Healthcare Improvement Scotland at any time.

## Scope

Clients.

## Procedure

All complaints will be recorded, monitored and evaluated regularly to ensure effective outcomes are being met and there are no gaps in the services provided and to be improved upon.

## Responsibilities

The owner/manager has overall responsibility for dealing with all complaints made about services at Sarah Eve Aesthetics.

## Enforcement / Compliance

More complaints being made regarding the same issues that could potentially escalate further causing harm to clients.

## Related information

Healthcare Improvement Scotland

<https://www.healthcareimprovementscotland.org/>

Health and Social Care Standards

<http://www.newcarestandards.scot/>