



## **Complaints Policy**

Blemish Clinic recognises the right of its patients to complain and understand that complaints can be a valuable form of feedback about its services. Blemish Clinic is committed to using information gained from complaints to help strive for a continually improved service and the very highest of standards, we try to deal with all complaints as quickly as possible.

When we look into a complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Make sure the complainant receives an apology where appropriate
- Identify what we can do to make sure the problem doesn't happen again

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing. Responses will not be provided by email.

### **Complaining on behalf of someone else**

If the complaint is received on behalf of someone else, the rules of patient confidentiality will be kept.

A letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this to allow the complaint to be investigated.

### **How patients can make a complaint**

- In writing by letter
- By email [customerservices@blemishclinic.co.uk](mailto:customerservices@blemishclinic.co.uk)
- By telephone

### **Process**

#### **Stage 1**

We ask that in the event of any complaint that you speak or write to the Clinic Coordinator who will act on your complaint accordingly. Our complaints policy is designed to make sure that we settle any complaints as quickly as possible.

The Clinic Coordinator will acknowledge all written complaints within 2 working days of receipt of the complaint (unless they send a full reply within 5 working days).

We aim to have looked into the complaint within 20 working days of receipt of the complaint. Where the complaint is still being investigated, the complainant will be sent a letter explaining the reason for the delay and you should receive a full response within 5 days of a conclusion being reached.

## Stage 2

If you are dissatisfied with the outcome of your complaint and wish to appeal against the decision made you can escalate this by writing to

The Operations Director

Blemish Clinic  
40 Market Street  
Edenfield  
BLO 0JN

## Stage 3

treatments such as anti-wrinkle injections and dermal fillers. Their Register is accredited by the Professional Standards Authority and is recognised by the Government, The Department of Health, NHS England and The Care Quality Commission.

Please fill out the complaint form on <https://www.saveface.co.uk/complaints/>