

Complaints Policy and Procedure

Policy Number: 1

Date Implemented: 13/11/25

Next Review Date: 13/11/26

Approved by: Dr Ed Porter

Applies to: Somerset Cosmetic Clinic

1. Policy Statement

[Clinic Name] is committed to providing safe, ethical, and high-quality aesthetic care in accordance with the standards of the Care Quality Commission (CQC) and the British College of Aesthetic Medicine (BCAM).

We recognise that clients may sometimes be dissatisfied with an aspect of their care or experience. We view complaints as opportunities to learn, improve, and uphold the principles of professionalism, transparency, and accountability.

Our aim is to manage all complaints in a fair, timely, and sensitive manner.

2. Purpose

This policy provides a clear, accessible process for managing and responding to complaints, ensuring that:

- Clients feel confident their concerns are heard and acted upon;
- All complaints are investigated objectively and respectfully;
- Outcomes are used to drive learning and service improvement;

3. Scope

This policy applies to all individuals working at [Clinic Name], including:

- Registered clinicians, therapists, and administrative staff;
- Agency and self-employed practitioners;
- Third-party partners involved in clinical care or client communication.

Complaints may relate to:

- Clinical treatment or outcomes;
- Communication and information provided;
- Professional behaviour or attitude;
- Facilities, privacy, or aftercare;

4. Guiding Principles

- Openness & Duty of Candour: Clients will receive full, honest explanations and apologies where appropriate.
- No Detriment: Raising a complaint will never affect future care.
- Accessibility: Clients may complain verbally, in writing, by email, or through the clinic website.
- Confidentiality: All information will be handled per GDPR regulations.
- Learning Culture: Findings and lessons will be shared through the clinic's governance meetings.

5. How to Make a Complaint

Clients can raise concerns or complaints using the following details:

Complaints Lead / Registered Manager: Dr Ed Porter

Email: doctor.ed@somersetcosmeticclinic.co.uk

Telephone: 07711392790

Address: 11, The Crescent, Taunton, TA1 4EA

6. Complaints Procedure

Stage 1 – Local Resolution

- Acknowledge receipt of complaint within 3 working days.
- Investigate promptly and fairly by the Clinic Manager.
- Provide a full written response within 20 working days of receipt.
- If more time is needed, update the complainant with reasons and a revised timeframe.
- The written response must include:
 - Summary of the complaint and findings;
 - Explanation, apology (if applicable), and actions taken;
 - Information about how to escalate the complaint.

Stage 2 – Internal Review / Escalation

- If the complainant is dissatisfied, they may request a review by the Clinic Director or Responsible Individual.
- The review will be completed within 20 working days and the outcome communicated in writing.

Stage 3 – External Review / Professional Referral

If the complaint remains unresolved, the complainant may escalate to:

British College of Aesthetic Medicine (BCAM)

Website: <https://www.bcam.ac.uk>

Email: info@bcam.ac.uk

Tel: 01438 310052

For issues relating to clinical standards, ethical conduct, or professional behaviour.

Professional Regulatory Body (if applicable):

GMC, NMC, GDC, JCCP, or Save Face, depending on practitioner registration.

7. Recording and Monitoring

- All complaints will be logged in the Complaints Register, including date, nature, investigation, outcome, and learning.
- Complaints and outcomes are reviewed quarterly during clinical governance meetings.
- An annual analysis will identify themes and drive quality improvement.
- Records are retained for a minimum of 8 years in accordance with data protection and clinical governance requirements.

8. Learning and Continuous Improvement

The clinic will analyse complaint trends, share lessons at clinic meetings, and demonstrate reflective learning.

9. Confidentiality and Data Protection

All complaint data will be stored securely and handled in compliance with UK GDPR, Data Protection Act 2018, and BCAM confidentiality standards.

10. Staff Support

Staff involved in complaints will receive support and supervision. Annual training on communication and complaints handling will be provided.

11. Monitoring and Review

Policy reviewed annually.