

## **COMMITMENT TO EXCELLENT CUSTOMER SERVICE STATEMENT:**

Skin Perfection Aesthetic Clinic is committed to ensuring we provide excellent customer service and service outcomes possible by maintaining the highest standards of professional excellence. We welcome any feedback or complaint and see them as an opportunity to improve our service to our Clients.

## **HOW VSP SKIN AND LASER LINIC DEAL WITH ANY COMPLAINTS THAT MAY ARISE:**

Client satisfaction is of paramount concern to Skin Perfection Aesthetic Clinic. This complaints procedure is designed to ensure that concerns or complaints are dealt with quickly and effectively. This procedure is applicable to all services and products offered as part of Skin Perfection Aesthetic Clinic range of services and products.

Skin Perfection Aesthetic Clinic believes that if a Client wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with appropriately and that all complaints or comments by Clients are taken seriously.

The Policy is not designed to apportion blame, consider the possibility of negligence or to provide compensation.

Clients are entitled to lodge an initial complaint verbally by telephone, in person or in writing via email or post. Skin Perfection Aesthetic Clinic are happy to provide Clients with assistance during the complaints process.

If a complaint is received, the Client's name, address and telephone number will be taken. The nature of the complaint and the date (if applicable) will also be noted.

Skin Perfection Aesthetic Clinic require all complaints to then be put in to writing, either by email or post, addressed to the Clinic Manager. The Client will receive a response within 14 Clinic working days of the date of receipt of the complaint. This time will allow us to fully investigate the matter.

Any information regarding a complaint received, whether in person, in writing, by email, through an online review or by telephone will be initially dealt with by the Therapist involved. This serves two purposes. Firstly, the Therapist will be fully conversant with all the services being carried out and is able to understand the nature of the complaint. Secondly, it acknowledges to the Client that the complaint is being taken seriously and that they are considered important. This prevents a potentially difficult situation from being made worse.

Once the Client has left, or the telephone conversation has ended, or the written complaint has been received, the person taking the complaint will inform the Director of Skin Perfection Aesthetic Clinic and immediately with the details via email to [info@skin-perfection.co.uk](mailto:info@skin-perfection.co.uk) The Director of Skin Perfection Aesthetic Clinic will supervise the Complaint.

Depending on the nature of the complaint, during the course of the investigation, Skin Perfection Aesthetic Clinic may require the Client to attend an additional Consultation meeting with the Clinical Manager/Director.

The Client should be aware of our No refunds on Service Policy and Products.

Skin Perfection Aesthetic Clinic will endeavour to resolve any complaints quickly, efficiently and effectively. Our objective is to provide an explanation or a solution to the Client's complaint.

### **THE GOALS OF SKIN PERFECTION AESTHETIC CLINIC:**

Client satisfaction is of paramount concern to Skin Perfection Aesthetic Clinic and this complaints procedure is designed to ensure any concerns or complaints are dealt with quickly and effectively. This procedure is applicable to all services offered as part of Skin Perfection Aesthetic Clinic

All Clients are made aware of how to lodge a complaint, and it is made clear that we provide easy to access channels for this.

1. A named person will be responsible for the administration of the complaint's procedure.
2. Every written complaint is acknowledged within two working days.
3. Investigations into written complaints are held within 14 days.
4. All complaints are responded to in writing by email.

Complaints are dealt with promptly, fairly and sensitively with due regard to any inconvenience, upset and worry that they can cause.

Skin Perfection Aesthetic Clinic, when faced with a complaint from a Client, will remain calm, courteous and professional at all times. We will listen to the Client's concern, establish an unbiased understanding of the nature of the complaint and ensure that it is dealt with quickly and appropriately. The resolution will be put in writing (by email) to the client.

Skin Perfection Aesthetic Clinic has a culture of continuous improvement and an ongoing commitment to training to ensure that we are doing everything possible to provide the most up to date treatments and service.

Skin Perfection Aesthetic Clinic believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation.

Skin Perfection Aesthetic Clinic supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and the establishment.

## **HOW WE HANDLE YOUR COMPLAINT:**

### Objectivity:

1. We treat every complaint on its merits, regardless of who has made the complaint.
2. We act honestly and treat all complainants fairly and with respect.
3. We provide an explanation or a solution to the Clients complaint wherever possible.

### Confidentiality:

1. We recognize that your personal data is important to you, and we are to holding it safely and using it appropriately.
2. We maintain complaint records electronically and in hard copy. Where personally identifiable information is recorded, it is used for the purpose of investigating and resolving a complaint or dealing with the wider process in which the complaint was raised. It is stored and processed by Skin Perfection Aesthetic Clinic in accordance with the General Data Protection Regulation.