A close-up of a lips print

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Complaints Policy

Refine Beauty Aesthetics

Date Effective: 02/02/24

Review Date: 02/02/25

Version No: 1

Policy Owner/Author: Robyn Duffy

*Reason for policy:*

Refine Beauty Aesthetics is dedicated to providing high quality care and treatment to our clients who come to us for aesthetic non-surgical interventions. This is done by delivering effective, safe, up to date knowledge and skills and person-centred care. However, should something go wrong, you are dissatisfied by the treatment or something that was not done, Refine Beauty would like to know about it and do our best to correct this. If we cannot for some reason resolve the matter, we will explain why.

We follow guidelines set by Healthcare Improvement Scotland for aesthetic practitioners. More information regarding independent healthcare services can be found at [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org) along with their complaint’s procedure.

*Aims of policy:*

This policy is designed to help clients report any issues or problems they have had or not received with the service from Refine Beauty. This could be classified as a dissatisfaction or lack of action provided by the service. If something is not to the high standard we aim for, we encourage clients to communicate this so we can either resolve the matter or discuss it further. This policy will inform you of who to contact and by which methods, our procedure in addressing the concern (including confidentiality of the complainee), the responsibilities of our staff and how we remain compliant with guidelines (or what shall happen if we are not).

*Scope:*

Refine Beauty Aesthetics is run and managed by Robyn Duffy, Advanced Nurse Practitioner, and non-medical prescriber. Any complaints will be dealt with by Robyn and will directly involve and impact Robyn.

Complaints can be made in person, by phone, by email or by writing to us. Complaints will be documented and stored online with two factor password protection for confidentiality.

Phone - 07817395532

Email – [refinebeautyaesthetics@hotmail.com](mailto:refinebeautyaesthetics@hotmail.com)

Address – 33 Castlebank Gardens, Cupar, Fife, KY15 4DA.

*Procedure:*

Anybody who is a client of Refine Beauty Aesthetics can make a complaint in person, by phone, by email or in writing. In order to try to resolve the complaint as quickly as possible, we aim to deal with the complaint within five working days if we can. Should the complaint not be resolved during that time, we will be in contact and do a further investigation. We aim to deal with all complaints within 14 working days unless there is a good reason for further time required. Should you still be dissatisfied with the decision from ourselves, or the way in which we have handed your complaint, healthcare improvement Scotland have a complaints policy about independent healthcare services. This is available at [www.healthcareimprovementscotland.org/our\_work/inspecting\_and\_regulating\_care/indepedent\_healthcare/ihc\_complaints\_procedure.aspx](http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/indepedent_healthcare/ihc_complaints_procedure.aspx) which gives the details of how a complaint can be made. Complaints can be made at any time by anybody (whether it is a client or a member of the public). HIS can be contacted at any point of the process and not only if there is no resolution reached. Below are the details on how to contact them.

Programme Manager

Independent Healthcare Services Team

Healthcare Improvement Scotland

Gyle Square,

1 South Gyle Crescent,

Edinburgh

EH12 9EB

0131 623 4342 (10am-2pm, Monday to Friday)

[hcis.ihcregulation@nhs.net](mailto:hcis.ihcregulation@nhs.net)

*Responsibilities:*

Founder and manager Robyn Duffy will be responsible for implementation and management of the complaints policy.

*Enforcement/Compliance:*

Should Refine Beauty Aesthetics not maintain and uphold the complaints policy procedures, further support and advice can be sought from Healthcare Improvement Scotland (HIS). HIS regulates all independent healthcare services in Scotland and is an impartial service making evidence-based decisions based on the individual case. In failing to uphold the complaints policy, our registration or yearly registration with HIS could be impacted. It is therefore in our best interest to be accountable, safe and try to resolve matters as quickly and efficiently as possible.

*Monitoring/Evaluation:*

As a small business, we will take all complaints seriously, and monitor for any trends. We are constantly trying to improve our service and keep up to date with the latest training and requirements for safe practice. Every 6 months a review will be done to see if there is anything we can do better or requires changing to improve our service which will be audited and documented.

*Websites/Further information:*

HIS Scotland – [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)