

Our Complaints Procedure

At Bank Medispa, we are committed to providing the highest standard of care and service. However, if you feel that we have not met your expectations, we would like to hear from you. We take all concerns seriously and will always aim to resolve any issues quickly, fairly, and with care.

How to Raise a Concern

If you wish to make a complaint, please contact our Clinic Manager, Natalie Smith, who will be happy to assist you. You can do this:

- In person at the clinic
- By phone on 07927 290300
- By email at info@bankmedispa.co.uk

What Happens Next?

Acknowledgement

We will acknowledge your complaint within 3 working days.

Investigation

We aim to fully investigate your concern within 14 working days.

If needed, we may contact you to discuss your complaint in more detail, either in person or over the phone.

If There Is a Delay

If we need more time, we will keep you informed and let you know when you can expect a response.

Outcome

Once our investigation is complete, we will write to you with our findings and any actions taken.

Our Commitment

We treat all feedback as an opportunity to improve our services. Our aim is to ensure every patient feels heard, respected, and supported throughout the process.

If you have any concerns, please do not hesitate to contact us. We are here to help. If you are not satisfied with the outcome of your complaint, you may choose to escalate your concern to an independent organisation.

We are members of the Cosmetic Redress Scheme, which provides a fair and impartial process for resolving complaints.

You can contact them directly:

Phone: 0203 907 1853

Email: info@cosmeticredress.co.uk