



Complaints Procedure at Bank MediSpa

At Bank MediSpa we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to customers' concerns in a caring and sensitive way.

- 1. The person responsible for dealing with all complaints is the Clinic Manager Michelle who can be reached by email, phone or in person at the clinic.**
- 2. We will acknowledge the patient's complaint in writing and enclose a copy of our complaints policy of our practice as soon as possible, normally within 3 working days.**
- 3. We will seek to investigate the complaint within 14 working days of receipt. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 14 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.**
- 4. We will confirm the decision about the complaint in writing immediately after completing our investigation.**
- 5. Proper and comprehensive records are kept of any complaint received.**
- 6. If patients are not satisfied with the result of our service, then a complaint may be made to Cosmetic Redress Scheme which is an independent body which allows patients to escalate a complaint either by phoning on 0203 907 1853 or emailing to info@cosmeticredress.co.uk**