

Concerns, feedback and complaints

At Face Perfect Clinic we aim to provide safe, effective care and a positive experience at every visit. If we have not met your expectations, we want to know so we can put things right and learn from what has happened.

You will not be treated differently or have your care affected in any way because you have raised a concern or made a complaint.

Who can raise a concern or make a complaint?

You can raise a concern or make a complaint if:

- You have received care or treatment at Face Perfect Clinic and are unhappy with any aspect of it
- You are acting on behalf of someone who has used our service, with their consent where possible

We will also consider concerns from family members, carers or others who are directly affected.

We encourage you, where you feel able, to speak to us as soon as possible so that we can try to resolve things quickly.

Time limits

We ask that formal complaints are made within 8 weeks of the issue arising, or from when you first became aware of the problem. If there are good reasons why you could not contact us sooner, please tell us and we will consider your complaint outside this timeframe where possible.

How to raise a concern informally

Many issues can be sorted out quickly at the time they arise.

If something is worrying you, please speak to a member of the team straight away or contact the clinic using the details below. We will do our best to resolve matters there and then.

How to make a formal complaint

If you would like to make a formal complaint, you can contact us in any of the following ways:

- By email

Keely@faceperfectclinic.co.uk

- By telephone or in person

Call us on +44 0113 457 2805 or ask to speak to the manager at reception.

If you complain verbally, we will make a written record of what you tell us and may ask you to check and sign it so we are sure we have understood correctly.

If you need help to make your complaint, you can ask a friend or relative to support you, or contact an advocacy service.

What you should include

To help us investigate your concerns fairly and promptly, please include:

- Your name and contact details
- The name of the person the complaint is about, if different
- What happened, where and when
- The names or roles of anyone involved, if you know them
- How you have been affected
- What you would like to happen as a result

What happens next

1. Acknowledgement

- We will acknowledge your complaint in writing (by letter or email) within 10 working days of receiving it.
- Where helpful, we will offer to discuss your complaint with you and agree how it will be handled and how you would prefer us to communicate with you.

2. Investigation

- The clinic manager, or an appropriate senior member of the team, will investigate your concerns.
- We may contact you if we need more information or clarification.
- We will aim to complete our investigation and provide a full response within 8 weeks of receiving your complaint.

If we cannot meet this timescale, we will let you know, explain the reason and tell you when you can expect our response.

3. Response

Our written response will:

- Address each part of your complaint
- Explain what we found and how we considered the issues
- Include any apology where something has gone wrong
- Describe any actions we have taken, or will take, to put things right and prevent similar problems in future
- Tell you what you can do if you remain unhappy with our response

We will keep a clear record of your complaint, our investigation and the outcome.

If you are still unhappy – independent review

If you remain dissatisfied after receiving our final response, you can request an independent review by the Independent Sector Complaints Adjudication Service (ISCAS).

ISCAS provides an independent adjudication service for patients who have paid for their care privately, once the clinic's own complaints process has been completed.

- Complaints to ISCAS should normally be made in writing within 6 months of the date of our final response letter.
- ISCAS will review whether we have handled your complaint fairly and in line with the ISCAS Code of Practice.

You can find details of how to contact ISCAS on their website by searching online for “ISCAS patients” or by visiting their main site and following the instructions for patients.

Telling the Care Quality Commission (CQC)

The Care Quality Commission (CQC) is the independent regulator of health and social care services in England. CQC does not investigate individual complaints or resolve them on your behalf, but they welcome information about your experience as this helps them monitor services.

You can share a concern with CQC by visiting their website and searching for “CQC report a concern” or “How to complain about a health or social care service.”

How we record and use complaints

We record all complaints securely and keep:

- A summary of the issues raised
- The steps we took to investigate
- Copies of letters, emails and notes of telephone calls or meetings
- The outcome and any actions we agreed

We regularly review complaints as a team so that we can:

- Identify themes or recurring issues
- Improve our services and patient experience
- Provide assurance to regulators and insurers that we are learning from feedback

Information from complaints is kept confidential and only shared with staff who need to know in order to respond, or with external bodies where we are required to do so.

Confidentiality and data protection

We treat all complaints in confidence and handle your information in line with data protection law.

In some situations we may need to share information with other organisations, such as our insurers or regulators, if this is necessary to investigate your complaint or where we are required to do so by law. If we need to do this, we will explain why and what information will be shared.

You have the right to access information we hold about you. For more details, please see our Privacy Notice or ask a member of the team.

Feedback and compliments

We also welcome positive feedback and suggestions for improvement at any time. You can share these with any member of staff or via the contact details above.