

# AESTHETICS

by LAUREN TURNER

## COMPLAINTS PROCEDURE

Aesthetics By Lauren Turner Ltd aims to provide all Patients with the highest standards of care and customer service. If we fail to achieve this, we listen carefully and respond to complaints swiftly acknowledging any mistakes and rectifying them so that we can make improvements to our service. The complaints full policy is made available to Patients, their affected relative or a representative when they first raise concerns about any aspect of the service they have received.

**There will be 3 stages to Provider's complaints process: -**

**Stage 1** – Local resolution;

**Stage 2** – Internal appeal;

**Stage 3** – Independent external review.

### Stage 1 - Local Resolution

1. All complaints should be raised directly with the CQC Registered Manager (or Complaints Manager if different) in the first instance and should normally be made as soon as possible / within 6 months of the date of the event complained about, or as soon as the matter first came to the attention of the complainant.
2. The Patient will be given a copy of the complaints procedure and invited to attend a face to face meeting with the CQC Registered Manager (or Complaints Manager if different) and other relevant parties to talk through their concerns and to try and resolve the issue at an early stage.
3. The CQC Registered Manager (or Complaints Manager if different) will go through a thorough process of investigation to include reviewing the case in detail and taking statements from all staff members / doctors concerned. The CQC Registered Manager (or Complaints Manager if different) responds directly to the person who has made the complaint, whether the complaint was made verbally, by letter, text or email.
4. To make a formal complaint the complainant should write or e-mail to Provider clearly stating the nature of their complaint and as much detail concerning dates, times and if known names of staff members. This will enable us to acknowledge and address the issues raised promptly and effectively
5. The CQC Registered Manager (or Complaints Manager if different) will acknowledge receipt of a written complaint, to the complainant's postal address provided (or via email) within 3 working days of receipt (unless a full reply can be sent within 5 days).
6. The CQC Registered Manager (or Complaints Manager if different) or their designated person will investigate all complaints. Where Provider is unclear on any point or issue regarding the complaint, it will contact the complainant to seek clarification.
7. A full response to the complaint will usually be made within 20 working days or, where the investigation is still in progress, send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days. The aim should be to complete stage 1 in most cases within three months.
8. In the event that the complainant is dissatisfied with the response to their complaint they can escalate their complaint to Stage 2, and must do so in writing, within 6 months of the final response to their complaint at Stage 1.

## Stage 2 - Complaint Review

1. If the complainant escalates their complaint to Stage 2, the CQC Registered Manager (or Complaints Manager if different) will provide a written acknowledgement to complainants within 3 working days of receipt of their complaint at stage 2 (unless a full reply can be sent within 5 working days).
2. The CQC Registered Manager (or Complaints Manager if different) will have arrangements in place by which to conduct an objective review of the complaint. Normally this will involve a senior member of staff who has not been involved in handling of the complaint at stage 1.
3. Stage 2 shall involve a review of all the documentation and may include interviews with relevant staff. The records made as part of the stage 2 review should be complete and retained since these may be required for a stage 3 process.
4. Provide a review of the investigation and the response made at stage 1.
5. Invite the clinic that responded at stage 1 to make a further response, where there is an opportunity to resolve the complaint by taking a further look at a specific matter. The complainant should be kept informed where this happens.
6. Consider whether the review at stage 2 would be supported by facilitating a face-to-face meeting (or teleconference, where acceptable) between the complainant and those who responded to the complaint at stage 1.
7. Provide a full response on the outcome of the review within 20 working days or, where the investigation is still in progress, send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days.
8. The aim should be to complete the review at stage 2 in most cases within three months.
9. In the event that the complainant is dissatisfied with the response to their complaint they may escalate their complaint to Stage 3.

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## Stage 3 - Independent External Adjudication

At Stage 3 complainants have the right to an independent external adjudication of their complaint.

If the organisation is a subscriber to The Independent Sector Complaints Adjudication Service (ISCAS) then the complainant will be offered the opportunity to take their complaint to ISCAS, within 6 months of receipt of the Stage 2 decision letter.

Complainants cannot access Stage 3 until they have gone through Stages 1 and 2 and ISCAS will direct complainants back to Provider where appropriate. To access Stage 3, complainants are asked to sign a 'Statement of Understanding and Consent', thereby agreeing to the parameters of Stage 3.

Complainants will need to set out in writing for the Adjudicator:

- (a) The reasons for the complaint
  - (b) What aspects of the complaint remain unresolved after Stages 1 and 2
  - (c) What outcome the complainant is seeking from Stage 3
- ISCAS contact details are as follows:

By Post: ISCAS

70 Fleet Street London

EC4Y 1EU

Email: [info@iscas.org.uk](mailto:info@iscas.org.uk) Telephone: 020 7536 091

If the organisation is not a subscriber to ISCAS, one or more of the following routes for external adjudication will be offered:

- a) Contact the Citizens Advice Service  
Citizens Advice provides free, confidential and independent advice from over 3,000 locations, including in their bureaux, GP surgeries, hospitals, colleges, prisons and courts. Advice is available face-to-face and by phone.
- b) Seeking assistance from the Patients Association  
visit: <https://www.patients-association.org.uk/helpline>
- c) Raising the matter with the Care Quality Commission.

Call us on:

03000 616161

Email us at:

[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Look at our website at:

[www.cqc.org.uk](http://www.cqc.org.uk)

