

## Claire Price Beauty Clinic

# Complaints Policy and Procedure

### Policy Statement

Claire Price Beauty Clinic is committed to the delivery of high quality services and products to its clients. It is expected that staff will aim to provide the best possible service to clients. However, it is acknowledged that on occasions clients may not be entirely satisfied with their experience at Claire Price Beauty Clinic. Claire Price Beauty Clinic therefore welcomes the comments that clients may have in this respect.

### Procedure

Where a client feels aggrieved and wishes to make their complaint known, staff should inform the individual of the process for making a complaint. When a complaint is made staff should be courteous in acknowledging this and respect that the client may have legitimate grounds for their grievance.

Wherever possible and always with the express agreement of the client, staff should be encouraged and empowered to resolve complaints at a local level without recourse to escalating the complaints procedure. These complaints are to be referred to as *informal complaints*.

Should staff and clients be unable to resolve complaints at a local level, clients can elect to take their complaint further. Staff should inform clients they can make a formal complaint to Claire Price and this may be communicated either verbally and/or in writing. These complaints are to be referred to as *formal complaints*. When Claire Price is unavailable to receive the complaint verbally, clients will be offered the following two options:

1. Claire Price to contact them by telephone at the next available convenience to discuss the complaint, or
2. Request that the client details the complaint in writing. All complaints made in writing should be addressed to Claire Price.

Where a formal complaint is made (either verbally and/or in writing); the complaint will be acknowledged within 2 working days of the complaint being received (unless a full reply can be sent within 5 working days). The complainant will be informed that their complaint will be investigated and that wherever practicable they will receive written notification of the outcome within 20 working days of receipt of the complaint. Where the investigation may be prolonged, the complainant will be kept informed of the anticipated completion date and a full response made within 5 working days of a conclusion being reached.

### Intense Pulsed Light (IPL) Treatment Only

In the case of IPL treatments only, the complainant should be advised that they may at any stage elect to refer their complaint to the Care Standards Inspectorate for Wales whereupon they will be advised of their complaints' procedure. All IPL complaints will be documented and copies held with the client's individual record and the complaints' master file.

Healthcare Inspectorate Wales  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

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Tel: 0300 062 8163  
Web: [www.hiw.wales.gov.uk](http://www.hiw.wales.gov.uk)

### Record Keeping

Records will be kept of all complaints made (both formal and informal), their subsequent investigation, outcome and any remedial action required as a result (using the pro forma attached as *appendix 1*). The management action required as a result of any investigation will be monitored and reviewed to ensure the investigation's recommendations are being implemented effectively.

Appendix 1

Complaints Recording Proforma

<b>Date &amp; Time of Complaint:</b>	
<b>Name &amp; Address of Complainant(s):</b>	
<b>Description of Complaint:</b>	
<b>Formal or Informal:</b>	
<b>If Formal - Date Acknowledged:</b>	
<b>If Formal - Date Investigation Completed:</b>	
<b>Outcome:</b>	
<b>Management Action Required:</b>	