



Complements and Complaints

I take pride in offering first class treatments and customer service to all my patients. I take steps borne out of years of experience in nursing practice to keep you safe but I recognise that on rare occasions, unfortunately things can go wrong. I welcome feedback, good and bad and I will always be grateful for a complement that can be used as a testimonial for new patients who find my name via websites.

As part of my commitment to you and in line with good practice standards, I will always take time to obtain your informed consent by ensuring you understand the procedures and treatments I provide, along with their risks and benefits and the limitations of what can be achieved. I truly hope that you won't ever be disappointed in the care I give but complaints can arise in any business and aesthetics is no exception. In the event that you are dissatisfied with the outcome of your treatment, you have a right to be listened to and treated with respect.

Please contact me to talk through your concerns:

- Phone or text - 07942 115863
- Email - sweettulip73@me.com

I will do what I can to resolve your concern and it is important that you are seen face to face in a timely way if you are unhappy or unsure. Please do not delay in contacting me if you are experiencing something unexpected, such as pain, or if you have any questions following a procedure.

My Commitment to you:

- I will acknowledge receipt of your concerns within 24 hours
- I will provide an estimated timescale for resolution
- I will investigate your complaint and provide a summary of the findings with a conclusion and next steps within 3 weeks
- If we cannot resolve your concern together, I am committed to supporting you to speak to a dispute resolution service:

I am a member of the The Cosmetic Redress Scheme <https://www.cosmeticredress.co.uk/about-us>