



Last Reviewed Jan-2024

COMPLAINTS POLICY

JR AESTHETICS

JR Aesthetics

Sarah Murray Beauty and Skin Clinic
60 Lochrin Buildings
Gilmore Place Edinburgh
EH3 9ND
07828 870 151

Owner: Julie Louise Robertson

Registered Nurse Pin: NMC 0205165

Training: Certified in Botox and Fillers by the Dermal Clinic in Edinburgh in 2011 and Foundation and advanced refresher course for the use of Botox type A and dermal fillers in 2021.

Introduction

We sincerely hope that there should never be the need to complain, but in the unlikely event then your complaint will be dealt with in a friendly, warm and professional manner.

JR Aesthetics that as health care professionals we have standards and codes of practice that must be upheld to retain our Nursing and Midwifery Council and Healthcare Improvement Scotland registrations. Besides this, and more importantly, we are committed to providing a safe practice, an impeccable service which our customers are delighted with and minimising any harm to our clients.

This procedure covers:

- All employees of JR Aesthetics
- JR Aesthetics clients and their families, friends or legal representatives
- Any individual coming into contact with JR Aesthetics employees
- Someone acting on behalf of a client who is unable to represent his or her own interests, provided this does not conflict with the client's right to confidentiality or a previously expressed wish of the client.

Terminology and definitions

A complaint is any expression of dissatisfaction, which requires a response.

A complainant is the person making the complaint, whether on behalf of themselves or another. The person about whom the complaint is made is referred to as the subject.

Complaints – Our Objectives

Our objective is simply not to have any complaints and complete client and stakeholder satisfaction, however in the unlikely event of any issues from our clients - we have outlined our procedures here.

If you have any reason for concern, then simply contact us and we will endeavour to resolve any issues in a timely manner at no additional costs to yourself.

To ensure Customer satisfaction our working practices are listed below.

- We follow the law, regulatory body codes and guidelines in our field of practice.
- We document all communication throughout the complaints process and keep this information private and confidential in line with Data Protection Act and GDPR.
- We provide support in the unlikely event of harm.
- We always maintain a high standard of work ensuring satisfaction from all involved parties.

There are some areas however that we cannot control or be held responsible for:

- Any failures from 3rd parties when due diligence in using their services has already been undertaken.
- Conflict between parties that we have no influence on.
- Complaints outside of the scope of a Registered Nurse and Clinical Business to resolve.

In the event that a serious allegation is made, JR Aesthetics will self report the complaint to any appropriate bodies in order to investigate these complaints in a transparent and appropriate manner.

Such allegations may be:

- Allegations of clinical negligence
- Allegations of inappropriate behaviour
- Allegations of false advertising

Responsibilities

The employees of JR Aesthetics are responsible for:

- Receiving complaints in a professional manner and offering an apology
- Recording the complaint in the complaints log
- Reporting all complaints to the business owner in a timely manner
- Assisting the business owner in investigating complaints and seeking a resolution

The owner of JR Aesthetics is responsible for:

- Ensuring that there is a functional complaints policy and procedure in place,
- Ensuring that complaints are received and recorded,
- Ensuring that there is a thorough investigation and conclusion,
- Ensuring that the response letter is compiled appropriately covering all issues in a chronological order,
- Ensuring that any findings and action plans to reduce the risk of recurrence are implemented in practice,
- Ensuring that in the event that the complainant is unhappy with the business response that the appropriate resolution body or service is contacted for guidance.
- If appropriate, reporting themselves or their business to the regulatory body.

Complaints Procedure

Stage 1

Notification of a complaint should be made to a member of staff and should be passed onto: Julie Robertson, Owner of JR Aesthetics

Complaints may be made in person, over the telephone, by email or in writing.

The complaint will be logged in the complaints file by JR Aesthetics for record keeping and future reference.

JR Aesthetics will then proceed to consider options for a speedy resolution of the complaint and communicate the options directly with the complainant.

The objective at this stage is a speedy informal resolution of the issue.

If this is achieved, then the outcome is detailed in the complaints file and any necessary CA/PA (corrective and preventative actions) for the future are also detailed to ensure the same situation can be mitigated. A letter of conclusion will then be sent to the complainant and the complaint will be considered closed.

Our goal is reply with a resolution within 2 working days of a complaint being received.

Stage 2

If we cannot resolve the issue to the complainant's satisfaction within Stage 1, this issue will be escalated to a formal resolution stage. We may request the complaint is served formally by post.

At this stage a meeting should be arranged by Julie Robertson at the earliest convenience of the complainant. During this meeting we will explore further resolution options and disclose any evidence found during any investigations.

In this stage we may seek the guidance of professional bodies and other 3rd party arbitration to reach a satisfactory resolution.

Our goal is reply with a formal resolution within 7 working days of moving from Stage 1 to Stage 2 however this may be longer.

During the investigation JR Aesthetics will keep the complainant informed - as far as reasonably practicable - on the progress of the investigation and any delays.

The facility to agree a timeframe with the complainant will not be seen as a means of unduly extending the process of responding to complaints, but rather as a means of setting a realistic timescale given all the circumstances which may arise.

Stage 3 – Local Resolution Exhausted

If neither Stage 1 or 2 reached a resolution, JR Aesthetics will consider the complaint to be closed as all local resolution has been exhausted.

At this stage the complainant may wish to explore other routes of making a complaint against the business or its employees.

Below are the regulatory bodies overseeing the registration and quality standards of the business and its employees.

Nursing & Midwifery Council UK

Complaints: Email newreferrals@nmc-uk.org or Telephone: 020 7681 5248

Healthcare Improvement Scotland

Complaints: Programme Manager

Independent Healthcare Services Team

Healthcare Improvement Scotland

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

Tel: 0131 623 4342

Email: hcis.ihcregulation@nhs.net
