



Procedure for Handling and Investigation of Complaints

Introduction:

All complaints will be dealt with quickly and effectively between the individuals concerned and any justified grievances will be promptly remedied. The aim of this procedure is to resolve complaints locally to a satisfactory conclusion wherever possible.

Any complaints of unprofessional conduct against a doctor will be referred to the General Medical Council. Complaints about nursing staff will be referred to the Nursing and Midwifery Council.

Patients should be aware that if they wish to register a complaint they should in the first instance address it in writing to:

Mrs Sylwia Sokolowska
Bijoux Medi Spa
149, Ebury Street,
London
SW1W 9QN

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- All complaints will be fully investigated by Mrs Sylwia Sokolowska.
- All complainants will receive a written acknowledgement within **2** working days of the complaint being received.
- The complainant will receive a written response within **20** working days or a written explanation of why the response is taking longer and when they can expect a response. A full response being made within **5** working days of a conclusion being reached.
- All staff involved in a complaint will be informed of the outcome and any appropriate advice on preventing recurrence.
- On completion of a complaint a full written report will be made including any recommendations and actions by Mrs Sylwia Sokolowska.
- Where a complainant is not satisfied at the conclusion of the complaint process they have several options depending upon the nature of the complaint:
 - a. Where a complaint may relate to be a breach of the Articles, Regulations or Policies of the British College of Aesthetic Medicine or where it refers to a matter concerning the conduct or performance of a member who has a legally prescribed connection to the College as their Designated Body, patients may raise their concerns directly with the College within 21 days of the conclusion of the local process (see below)¹.
 - b. Where the complaint may relate to a breach of professional standards of conduct, clinical competence or fitness to practise, patients can raise their concerns with the appropriate professional regulator (Doctors – General Medical Council, Nurses – Nursing & Midwifery Council (see below)
 - c. Where the complaint relates to a breach of statutory regulations and the organisation is registered with the Care Quality Commission patients can contact the CQC (see below)².
 - d. Patients retain the option of seeking legal advice relating to a complaint about the service provided by any healthcare provider.