

## Complaints Policy

Most care and treatment at RT Aesthetics go well, but sometimes things can go wrong. If you are unhappy with your care or the services you have received, it is essential to let us know so we can improve.

### Our Aims & Objectives

- We aim to provide a service that meets the needs of our service users, and we strive for a high standard of care;
- We welcome suggestions from service users and our staff about the safety and quality of service, treatment and care we provide;
- We are committed to an effective and fair complaints system; and
- We support a culture of openness and willingness to learn from incidents, including complaints.

### Our Complaints Principles

- Service users are encouraged to provide suggestions, compliments, concerns and complaints, and we offer a range of ways to do it.
- All complainants are treated with respect, sensitivity and confidentiality.
- All complaints are handled without prejudice or assumptions about how minor or severe they are. The emphasis is on resolving the problem.
- Service users and staff can make complaints confidential or anonymously if they wish and be assured that their identity will be protected.
- Service users will not be discriminated against or suffer any unjust adverse consequences due to making a complaint about standards of care and service.

### Managing Complaints

- All staff are expected to encourage service users to provide feedback about the service, including complaints, concerns, suggestions and compliments.
- Staff are expected to attempt resolution of complaints and concerns at the point of service, wherever possible and within the scope of their role and responsibility.

### Resolution

The process of resolving the problem will include:

- an expression of regret to the user for any harm or distress suffered;
- an explanation or information about what is known without speculating or blaming others;
- considering the problem and the outcome the user is seeking and proposing a solution;
- and confirming that the service user is satisfied with the proposed solution.

Our staff will consult their manager if addressing the problem is beyond their responsibilities.

### If The Complaint Is Not Resolved

- Complaints not resolved at the point of service or received in writing and requiring follow-up are regarded as formal complaints.
- If the complaint still needs to be resolved at the point of service, staff are expected to provide the complainant with the formal complaints policy.
- Our designated complaints manager coordinates the resolution of formal complaints in close liaison with the directly involved staff.

## **Feedback**

You can give us feedback in several ways:

- Verbally to a member of staff;
- Via our website feedback form;
- Via email [info@rtaesthetics.co.uk](mailto:info@rtaesthetics.co.uk);
- Via writing to our address

## **Timeframes**

- Formal complaints are acknowledged in writing or in person within 48 hours.
- The acknowledgement provides contact details for the person handling the complaint, how it will be dealt with and how long it is expected to take.
- If a complaint raises issues that require notification or consultation with an external body, the notification or consultation will occur within three days of those issues being identified.
- Formal complaints are investigated and resolved within 28 working days (Tuesday - Friday, excluding business holidays).
- The complainant will receive an update if the complaint is not resolved within that period.

## **Outcomes**

- If you are unhappy with the outcome of the complaint, you may appeal this to the company director with the reasons why within 14 days of receiving the outcome.
- Your complaint will be reviewed, and any new evidence you have will be considered. If you have nothing else, we will use the information we already have.
- Complaint Reviews are investigated and resolved within 28 days (Tuesday - Friday, excluding business holidays).