

Complaints Procedure

Our commitment We want every client to feel listened to, treated fairly and confident that any concern will be handled sensitively. Raising a complaint will not adversely affect the care or service you receive from us.

1. What this procedure covers

This procedure applies to complaints about consultations, treatments, customer service, communications, charges, premises or any other aspect of the service provided by Oxford Laser Aesthetics. It may be used by a client or, with the client's consent, by someone acting on their behalf.

A request for information, routine treatment review or minor concern that can be resolved immediately may be handled informally. You may still ask for the matter to be treated as a formal complaint at any time.

2. If you have an urgent treatment concern

Please contact us promptly If you are worried about a reaction, injury or unexpected change following treatment, contact the clinic immediately using the treatment aftercare contact details. Do not wait for the complaints process. We will prioritise your clinical safety and arrange an appropriate review or advise you to seek urgent medical care.

Call 999 or attend urgent medical care for a medical emergency. Making an urgent clinical contact does not prevent you from making a formal complaint afterwards.

3. How to make a complaint

You can complain in person, by telephone, by email or in writing. Written complaints are helpful because they allow us to understand the details accurately, but we will not refuse a complaint solely because it was made verbally.

Complaints email: info@oxfordlaseraesthetics.co.uk

Telephone: 01865 981599

Postal / clinic address: Oxford Laser Aesthetics, Iffley Turn Practice, 3 Church Cowley Road, Oxford, OX4 3JR

Please provide, where possible:

Your full name and preferred contact details.

The date and type of consultation or treatment concerned.

A clear description of what happened and when.

The outcome you would like us to consider.

Copies of relevant messages, photographs, receipts or other information.

4. When to complain

Please tell us as soon as reasonably possible so that records and events can be reviewed properly. If some time has passed, we will still consider the complaint fairly and will explain if the delay materially limits what can be investigated. Nothing in this procedure removes or restricts your statutory rights.

5. What happens after we receive your complaint

Acknowledgement - We aim to acknowledge your complaint within three working days. We will confirm who is handling it and may ask for further information or your consent to obtain relevant records.

Immediate safety review - If the complaint suggests a treatment complication, safeguarding issue, equipment concern or risk to another person, we will take proportionate safety action without waiting for the complaint investigation to finish.

Investigation - A person with suitable authority, and wherever practicable someone not directly involved in the matter, will review relevant consultation and treatment records, consent and aftercare documents, communications, payment records, equipment information and staff accounts.

Response - We aim to provide a full written response within 15 working days. If the matter is complex or independent information is needed, we will explain the reason for delay and give a revised date. We aim to conclude the internal process within 30 working days wherever reasonably possible.

Outcome - Our response will summarise what was considered, state whether the complaint is upheld in whole, in part or not upheld, explain the reasons, set out any remedy or corrective action and explain the next review or escalation step.

6. Possible outcomes

The appropriate outcome will depend on the facts. It may include:

An explanation, clarification or apology.

A clinical review, additional aftercare or referral where appropriate.

Repeating or correcting a service where clinically suitable and agreed.

A proportionate refund, credit or other financial remedy where appropriate.

Changes to training, procedures, documentation, equipment controls or service delivery.

No further action, with a clear explanation of the reasons.

Clinical judgement A requested treatment or re-treatment will not be provided if it would be unsafe, clinically unsuitable or outside the practitioner's scope. An alternative resolution will be considered where appropriate.

7. If you remain dissatisfied

Please tell us within 10 working days of the response, explaining which parts you believe have not been resolved and why. The Clinic Director will review the handling and outcome and normally issue a final response within a further 10 working days.

If the complaint remains unresolved after our internal process, you may seek independent advice from Citizens Advice Consumer Service or consider an appropriate alternative dispute resolution (ADR) process. If Oxford Laser Aesthetics is required to use, or has agreed to use, a particular ADR provider, the final response will provide that provider's details and state whether we will participate. You may also contact any relevant insurer, professional body, local authority or regulator where applicable to the matter.

Citizens Advice Consumer Service (England and Wales): 0808 223 1133 |

www.citizensadvice.org.uk/consumer

8. Confidentiality and records

Complaints are handled as confidentially as possible and information is shared only where necessary to investigate, respond, protect safety, obtain professional or legal advice, notify insurers or meet a legal or regulatory obligation. Records will be retained securely in line with our privacy policy and records-retention arrangements.

9. Fair treatment

We will make reasonable adjustments to help clients access this procedure. We expect communication from everyone involved to remain respectful. Abusive, threatening or persistently unreasonable behaviour may lead us to limit the method or frequency of contact, but we will still consider the substance of a genuine complaint fairly.

OXFORD LASER AESTHETICS | CLIENT CARE

We are committed to providing a professional, safe and responsive service. If you have a concern or complaint, please contact us as soon as reasonably possible so that we can review the matter fairly. Complaints may be made in person, by telephone, by email or in writing. We aim to acknowledge formal complaints within three working days and provide a full response within

15 working days. More complex matters may take longer, in which case we will explain why and provide a revised response date.

Urgent concerns about a reaction or unexpected change following treatment should be reported to the clinic immediately using the aftercare contact details and should not wait for the complaints process. In a medical emergency, call 999 or seek urgent medical care.

Our full Complaints Procedure explains how we investigate concerns, the possible outcomes and how to request a review if you remain dissatisfied. Nothing in our complaints procedure affects your statutory rights.

Information sources

Business Companion guidance on supplying services and complaint handling.

Consumer Rights Act 2015 and Provision of Services Regulations 2009.

Citizens Advice Consumer Service and current UK alternative dispute resolution guidance.