

Complaints Procedure | BESPOKE@NO16

Bespoke@No16 is a clinic dedicated to providing all our patients with the highest standards of service and care.

However, in the unlikely event that you are dissatisfied with our customer service or treatment outcomes, we operate a complaints procedure which meets and exceeds national criteria. Therefore, if you have a genuine cause to complain we would wish for the matter to be resolved as quickly, appropriately, and as amicably as possible.

Please Note: Under no circumstances will you be discriminated against, or suffer recrimination, as a result of making a complaint. Furthermore, all complaints will be treated with the strictest confidence.

Customer Service Complaints

Should you feel dissatisfied with the level of customer service you have received Please submit your complaint via the contact details below.

On receipt of your complaint, we shall:

- Acknowledge your complaint within 48 hours of receipt.
- Aim to fully investigate and resolve your complaint within 21 days of receipt.
- Keep you fully updated and provide you with approximate timescales if it is not possible for your complaint to be resolved within 21 days.

Taking it Further

Should you be dissatisfied with the outcome of your complaint you may refer the matter to the Cosmetic Redress Scheme.

Treatment Outcome Complaints

Is it less than 2 weeks since you had your treatment?

If The Answer Is YES:

Firstly, please refer to you're After Care Instructions. Are you facing an adverse reaction to your treatment which is not listed as a common side effect relating to your treatment?

- If the answer is YES, please phone on [01738 321664](tel:01738321664) immediately and we will organise an emergency appointment for you during opening hours. Outside of opening hours please visit the A & E Department at your local NHS hospital and notify us by email admin@bespokeno16.co.uk. We will then follow up upon reopening.
- If the answer is NO, please wait to raise and discuss your concerns with your Practitioner during your 2-week review appointment. You must allow 2 weeks to pass for the full effect of the treatment to be visible, and for any bruising, swelling, and redness to resolve. Your Practitioner will be unable to make a full and accurate assessment of the final outcome, or retreat, until the 2-week period has lapsed.

If The Answer Is NO:

Have you attended your review appointment and raised and discussed your concerns with your practitioner?

- If the answer is NO, please arrange a review appointment with your Practitioner as soon as possible to raise and discuss your concerns. If your Practitioner agrees that the outcome of your treatment is not up to the expectations agreed at your consultation, they will discuss with you how the matter can be improved and resolved. Should they be unable to improve and resolve the matter you will then be referred to the Clinic Manager.
- If the answer is YES, please submit your complaint to admin@bespokeno16.co.uk and our Clinic Manager will be in touch as soon as possible. Alternatively, if you would prefer to discuss your complaint in person with the Clinic Manager, please Contact us on [01738 321664](tel:01738321664) and we will arrange an informal meeting.
- You can also complain to HIS Health Improvement for Scotland.