Complaints Policy

AME Aesthetics

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| Date Effective: | 25/05/2025 |
| Review Date: | 25/05/2026 |
| Version No: | 1 |
| Policy Owner / Author: | Aimee Fletcher |

## Reason for Policy / Purpose of Policy

AME Aesthetics seeks to maintain and enhance our reputation of providing our clients with high quality services. We value complaints as they assist us to improve our products, services, and customer service. AME Aesthetics is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. This policy has been designed to provide guidance to both our customers and staff on the way AME Aesthetics receives and manages your complaint. We are committed to being consistent, fair, and impartial when handling your complaint.

The objective of this policy is to ensure:

• You are aware of our complaint lodgement and handling processes,

• The complaints handling process,

• Your complaint Is investigated impartially with a balanced view of all information or evidence,

• We take reasonable steps to actively protect your personal information,

• Your complaint is considered on its merits considering individual circumstances and needs

If you are dissatisfied with a service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. To address your concerns, you can make a complaint with us in one of the following ways:

* By telephoning us on 07851517421
* emailing us [aimee@ameaesthetics.com](mailto:aimee@ameaesthetics.com)

Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant.

Contact details are:

**Healthcare Improvement Scotland Independent Healthcare Team**

**Gyle Square, 1 South Gyle Crescent**

**Edinburgh, EH12 9EB**

**T: 0131 623 4342**

**E:** [**his.ihcregulation@nhs.scot**](mailto:his.ihcregulation@nhs.scot)

# Our Complaint Process

* We acknowledge: Within 2 business days of receiving your complaint we will acknowledge receipt of your complaint.
* We review: We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
* We investigate: Within 10 business days of receiving your compliant we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.
* We respond: Following our investigation we will notify you of our findings and any actions we may have taken regarding your complaint.
* We act: Where appropriate we amend our business practices or policies.
* We record: We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.