
Complaints and feedback policy

If you are unhappy with any part of your experience at Elizabeth Aesthetics, I would like to hear from you. This includes concerns about your care, an appointment, communication or a payment. You can also share suggestions or positive feedback. Raising a concern will not affect the care you receive.

1. How to contact me

You can speak to me in person, call [01233 641222](tel:01233641222) or email info@elizabethaesthetics.uk. You can also write to:

Elizabeth Aesthetics
11 Hunter Road
Ashford
Kent
TN24 0RY

Please tell me what happened, when it happened and what you would like me to consider. You do not need to use a particular form. If you raise a complaint by phone or in person and it cannot be resolved promptly, I will make a record of it and confirm my understanding with you.

Someone else may help you make a complaint or act on your behalf with your permission. Please let me know if you need help explaining your concern or would prefer information in a different format. You can give feedback anonymously, although this may limit what I can investigate or report back to you.

2. If your concern is about your health

Please contact me promptly if you are worried about symptoms or a complication following treatment. You do not need to wait for the complaints process before seeking clinical advice. In a medical emergency, call 999.

3. What happens next

I will acknowledge a complaint within three working days. I will consider any immediate safety concern promptly, review the relevant records and discuss the matter with anyone involved where appropriate.

I aim to provide a full written response within 20 working days. If the matter needs more time, I will explain why, keep you updated and give you a revised response date.

My response will explain what I found, address the points you raised and set out any action I will take. Where something has gone wrong, I will be open about it and apologise. I record complaints and the actions taken so that I can learn from them and improve the service.

4. Privacy and fair treatment

Your complaint will be handled sensitively. Information will be shared only with people who need it to investigate or respond, or where sharing is necessary for patient safety or a legal or professional duty. Making a complaint will not result in you being treated less favourably.

5. If you are not happy with my response

Elizabeth Aesthetics is not currently a member of an independent dispute resolution scheme. For free, impartial advice about your consumer rights, you can contact the Citizens Advice consumer helpline on 0808 223 1133.

6. Care Quality Commission (CQC)

Elizabeth Aesthetics is registered with the Care Quality Commission (Provider ID 1-12508499226). You may share your experience of regulated care with the CQC at [cqc.org.uk](https://www.cqc.org.uk). The CQC uses this information to monitor services but does not resolve individual complaints.

7. Nursing and Midwifery Council (NMC)

I am a registered nurse. If you have concerns about my fitness to practise, you can contact the Nursing and Midwifery Council at [nmc.org.uk](https://www.nmc.org.uk).