Complaints Policy
Last updated: 30 October 2026

Introduction
Grand Aesthetics Ltd, we want every patient and client to feel listened to, respected, and safe in raising concerns. We treat all complaints seriously, investigate them fairly, and use feedback to continually improve our services.

Making a complaint will never affect your care or treatment.

Purpose
• To provide a fair, transparent, and accessible complaints process.
• To meet our duties under Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
• To learn from feedback and improve the quality of care we provide.

Who Can Complain?
Complaints may be made by:
• Patients and clients

Our Commitments
• All complaints will be handled sensitively, confidentially, and without discrimination.
• Complaints will be investigated by someone not directly involved in the matter.
• All complaints, whether minor or serious, are logged and monitored to identify trends.
• Compliments are also welcomed, recorded, and shared with staff.

Respectful Communication
We are committed to handling all complaints fairly and respectfully. In return, we ask that patients, clients, and representatives treat our staff with the same courtesy.

We understand that raising concerns can sometimes be emotional. However, we will not tolerate abusive, aggressive, threatening, or discriminatory behaviour towards our team.

- Where behaviour becomes abusive or threatening, we may pause or limit communication and, in serious cases, may end the patient–clinic relationship.
- Such incidents may also be reported to the police or relevant authorities if necessary.

Our priority is to resolve concerns constructively while ensuring a safe and respectful environment for both patients and staff.

How to Make a Complaint

You can raise a concern:

- Verbally (in person or by phone)
- In writing
- By email

Please send complaints to the Clinic Manager at:

✉ info@grandaesthetics.co.uk

What You Can Expect

1. Acknowledgement - We will acknowledge your complaint within 48 hours (by email or letter).
2. Investigation - A senior staff member, not involved in the matter, will review your concerns and gather evidence.
3. Response - We aim to provide a full written response within 21 days. If this takes longer, we will explain why and give you a new timescale.
4. Closure - Once the matter is resolved, we will confirm this with you.
5. Escalation - If you are not satisfied with our final response, you may refer your complaint to an external body (see below).

External Escalation Options

If you are unhappy with our final response, you may escalate your complaint to:

Care Quality Commission (CQC)

✆ 03000 616161

🌐 www.cqc.org.uk

📍 CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Independent Sector Complaints Adjudication Service (ISCAS)

✉ info@iscas.org.uk

✆ 020 7536 6091

🌐 iscas.cedr.com

General Medical Council (GMC)

🌐 www.gmc-uk.org/about/get-involved/complaints-and-feedback-about-our-service/how-to-raise-complaint

General Dental Council (GDC)

🌐 www.gdc-uk.org/raising-concerns/how-to-get-a-refund-or-make-a-complaint

Learning From Complaints

- We record and review all complaints to identify patterns and risks.
- Complaints are discussed at management meetings to improve services and patient safety.