*Complaints Policy*

*31/03/24*



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Policy Aims

1. **Policy Aims for the Complaints Procedure at Anele Health and Beauty Clinic**
2. **Promoting Open Communication: To provide a clear, accessible pathway for clients to express their concerns or complaints, fostering an environment of open and transparent communication.**
3. **Ensuring Prompt and Effective Resolution: To address all client complaints swiftly and effectively, ensuring resolutions are reached that maintain the high standard of care and client satisfaction Anele Health and Beauty Clinic is known for.**
4. **Maintaining Confidentiality and Professionalism: To handle every complaint with the highest degree of confidentiality and professionalism, ensuring clients feel heard and respected throughout the process.**
5. **Encouraging Client Feedback: To actively encourage feedback from clients, acknowledging that their insights are crucial in improving the services and experiences offered at the clinic.**
6. **Upholding Standards of Care: To ensure all complaints are reviewed thoroughly, with investigations conducted fairly, leading to resolutions that uphold the clinic's standards of care and client service.**
7. **Facilitating Easy Access to Complaint Procedures: To make the process of filing a complaint easy and straightforward, with clear instructions provided in each room of the clinic and through other communication channels.**
8. **Continual Training and Staff Development: To regularly train and update staff on the complaints policy and procedure, ensuring consistency in handling and responsiveness to client grievances.**

# **Complaints Policy**

 **Complaints Policy at Anele Health and Beauty Clinic**

**Introduction** This policy provides a framework for clients at Anele Health and Beauty Clinic to raise concerns or complaints. We are dedicated to addressing these issues promptly and effectively, ensuring a high standard of client care and satisfaction.

**Policy Statement** Anele Health and Beauty Clinic is committed to offering a transparent and accessible way for clients to voice their concerns or complaints, handled with the utmost confidentiality and diligence.

**Procedures for Filing a Complaint**

* **Initial Contact:** Clients can file a complaint in person, via email, or by phone. The contact details for our Complaints Officer, Elena Caraman, are listed below.
* **Acknowledgement:** All complaints will be acknowledged within 48 hours using the client's preferred communication method.

**Complaint Review Process**

* **Investigation:** Each complaint is thoroughly investigated, potentially involving discussions with the concerned staff and reviewing relevant records.
* **Resolution:** A resolution is determined based on the investigation's findings, communicated to clients within 14 days of their initial complaint.
* **Communication:** The outcome and any actions taken or proposed are communicated to the complainant.

**Appeals Process** Should a client be dissatisfied with the resolution, they can appeal within 7 days. The details of this process are available upon request.

**Training and Awareness** All staff at Anele Health and Beauty Clinic are trained in this policy to ensure consistent and fair handling of complaints. Clients are made aware of this policy through our website, clinic brochures, and a complaints notification displayed in each room, guiding individuals on how to lodge a complaint.

**Monitoring and Review** The policy is reviewed annually, incorporating client feedback as part of the process.

**Contact Information**

* Complaints Officer: Elena Caraman
* Email: Anelehealthandbeautyclinic@gmail.com
* Phone: 01623 575017
* Address: Finch House, Hexgreave, Farnsfield, Nottinghamshire

Anele Health and Beauty Clinic's commitment to this policy ensures open communication with our clients, addressing their concerns and complaints in a fair and effective manner.