



Complaints Policy

- Any complaints should be emailed to info@656aesthetics.com
- All complaints will be acknowledged within 48 hours
- All complaints will be handled by Rohan MacRae
- All complaints will be fully investigated and a full response will be issued within 3 weeks of receipt of the complaint
- All complaints on behalf of someone else must be accompanied by a note of consent to discuss with the third person signed by the person concerned
- Proper and comprehensive records are kept of any complaint received.
- A patient can complain to Healthcare Improvement Scotland at any time if they prefer to have it handles externally:

Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

Tel: 0131 623 4342

Email: his.ihtregulation@nhs.scot

- Complaints will be audited annually, for quality assurance purposes

Signed:	Date:
Date of next review:	

