

Complaint procedure

1. Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Manager by leaving a message at info@laserclinic.com to contact you by personal email or through your mobile. Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that Wales Laser Clinic as a company needs to consider you can send it to:

The Clinic Manager
Wales Laser Clinic
23 Charles Street,
Newport,
NP20 1JT

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

4. Who can complain

Anyone affected by the way Wales Laser Clinic provides services can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

5. How you can make a complaint

You can complain:

- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Registered Manager of Wales Laser Clinic may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact:

Dr Shirley Gumery
Wales Laser Clinic
23 Charles Street
Newport,
NP20 1JT
Telephone: 01633214674 (leave a message with call centre)

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Healthcare Inspectorate Wales and ask for it to be reviewed.

You can contact HIW at: Tel: 0300 0628163

By post:
Health Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ