

# **Eden Medical Aesthetics Ltd**

## **Complaints & Customer Service Policy**

At Eden Medical Aesthetics we pride ourselves in delivering outstanding professional customer service to all of our clients. We treat all of our clients with the utmost care, compassion and respect, however there may be times when the service that you have received does not meet the high standards that we aim to deliver.

Should this happen, the most effective way to resolve any concern is by letting the Clinic Manager or Practitioner know immediately after the service or treatment that you have received. They will listen to your concern and aim to resolve your complaint efficiently and effectively. If you require assistance with making your complaint we will be pleased to help and support you through the process.

It is best to make your complaint as soon as possible, as memories will be fresher and it will be easier to investigate the facts. You should normally make your complaint within six months of the incident you are concerned about.

### **Who can complain?**

Anyone who is:

- Receiving a service from Eden Medical Aesthetics
- Caring for someone who has a complaint
- Has been refused a service which they think they may need.

We will always aim to resolve your complaint as soon as we receive it however where this is not possible the complaint will be investigated by the Clinic Manager and you will receive an acknowledgment of your complaint within 3 working days. This will normally be via email unless you have stipulated an alternative means of communication as your preference.

Please submit your complaint in writing to:

Clinic Manager  
Eden Medical Aesthetics  
2 Edinburgh Road  
Lauder  
Scottish Borders  
TD26TW

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Alternatively, you can e-mail it for the attention of the Clinic Manager, to:

info@edenmedicalaesthetics.co.uk

The Clinic Manager will provide you with a written response within 20 working days from the acknowledgment of your complaint however If the complaint is of a complicated nature it may take longer to investigate in which case you will be kept informed.

Should you remain unhappy with our response or investigation you are able to refer your complaint to Healthcare Improvement Scotland, and they will review your case. They can be contacted via:

Healthcare Improvement Scotland  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

Email: [hcis.ihcregulation@nhs.scot](mailto:hcis.ihcregulation@nhs.scot)

Telephone: 0131 623 4342

**You may direct any complaints to Healthcare Improvement Scotland directly, there is no requirement to contact us first.**

Please be advised that you may contact Healthcare Improvement Scotland at any time and there is no requirement to await the outcome of any complaint lodged with us.