



Complaint Policy

Clinetix Rejuvenation Ltd

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Review Date:	September 2020
Version No:	3
Policy Owner / Author:	Kelly Dunning / Manager

1. Reason for Policy / Purpose of Policy

Everyone has the right to expect a positive experience and a good treatment outcome. In the event of concern or complaint, patients have a right to be listened to and to be treated with respect. Service providers should manage complaints properly, so customers' concerns are dealt with appropriately. Good complaint handling matters because it is an important way of ensuring customers receive the service they are entitled to expect. Complaints are a valuable source of feedback; they provide an audit trail and can be an early warning of failures in service delivery. When handled well, complaints provide an opportunity to improve service and reputation.

2. Policy Statement and Aims

- We aim to provide a service that meets the needs of our patients and we strive for a high standard of care;
- We welcome suggestions from patients and from our clinicians and staff about the safety and quality of service, treatment and care we provide;
- We are committed to an effective and fair complaints system; and
- We support a culture of openness and willingness to learn from incidents, including complaints.

The full version of this policy is available on request. Please email info@clinetix.co.uk or complete the form on our website.

