

At Laserase we pride ourselves in delivering outstanding customer service to all of our clients. If you have a complaint or concern about the service that you have received from Laserase, please let us know. We operate a Complaints Procedure to ensure that we deal with complaints in the most appropriate way.

How to complain:

The designated Complaints Officer is Sr Jo Hanson

We hope that most problems can be sorted out easily and quickly, often at the same time as they arise with the person concerned. If your problems cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible—ideally within a matter of days, because this will enable us to establish what happened more easily. Complaints should be addressed Private & Confidential to:

Jo Hanson
Clinic Manager
1 Cartington Terrace
Heaton
Newcastle upon Tyne
NE6 5RS

You can also contact the Cosmetic Redress Scheme. This is a legal requirement for all service providers to be participants in a government authorised consumer redress scheme. They offer guidance and will try to resolve any complaints through information mediation or through making a decision on the matter.

Tel: 0203 907 1853 Email: info@cosmeticredress.com

Alternatively, you may ask for an appointment with Sr Jo Hanson in order to discuss your concerns, or if you are unable to attend the clinic, she will discuss your concerns on the telephone. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly.

What we shall do

1. The designated complaints officer will record the relevant information on a complaint form. The matter will be fully investigated and a report or an acknowledgement will be supplied within five working days.
2. Depending on the nature of the complaint, the designated complaints officer will endeavour to resolve the complaint to your satisfaction.
3. If the complaint involved a clinic matter, the designated officer may, with the patient's agreement, involve the practitioner concerned.
4. You will be informed of the outcome in writing. In the case of minor matters the client may be informed by telephone.
5. Time limits for complaints will be taken into account:
 - A written acknowledgement within 5 working days (unless a full reply can be completed with 5 working days)
 - A full response within 20 days; where an investigation is on-going, acknowledgment of the complaint will be within 20 days and a full response within 5 days of conclusion.
6. Issues raised by your complaint will be discussed at our clinic meeting and where relevant or possible, changes will be made.
7. You will be supported in your access to this procedure.
8. You should be assured that the fact of the complaint will not affect the standard of care and treatment offered to you in anyway.