Medi-Refine Aesthetics

Complaints Policy

Our Commitment
At Medi-Refine Aesthetics, we are committed to providing safe, professional and high-quality care. If you are dissatisfied with any aspect of your treatment or service, we encourage you to let us know so we can investigate your concerns fairly and promptly.

How to Make a Complaint
Submit complaints in writing to contact@medi-refine.co.uk.

Please include your full name, treatment date, details of your complaint, the outcome you are seeking and any supporting evidence.

Acknowledgement
Complaints will be acknowledged within 3 working days of receipt. Where the clinic owner is on annual leave or otherwise unavailable, this period will begin from the next working day following their return.

Investigation
We will review all relevant records, including consultation forms, consent documentation, treatment notes, photographs, CCTV (where applicable) and correspondence.

Response
A full written response will normally be provided within 20 working days. If more time is required, you will be informed.

Review Appointments
Clients should attend their scheduled review appointment before seeking treatment elsewhere. If treatment is altered by another practitioner before review, Medi-Refine may be unable to accurately assess the original outcome or provide corrective treatment.

Communication
Once a formal complaint has been submitted, all communication regarding the complaint must be made via contact@medi-refine.co.uk.

Unreasonable Contact

We reserve the right to require communication in writing and to limit excessive, repetitive, abusive or harassing contact.

Confidentiality

Complaints are handled confidentially in accordance with UK data protection legislation and shared only where necessary, including with professional indemnity insurers if required.

Learning from Complaints

We review complaints to continually improve our services and patient care.