

customer FEEDBACK

Customer Complaints Handling Procedure



REVIEWED: April 2017

1 Introduction

Dr Xavier G. Medi-Spa clinic is an independent, family-run clinic dedicated to promoting best practice and excellence in medical aesthetics and client care.

We want you to get to know us, trust us and become advocates for us by recommending us to others.

Our philosophy is underlined by our 3 commitments to you;

1 - Personal service: We are dedicated to giving you a personal service and the time you need, at every moment of your contact with us. We welcome you to our clinic as **our Guest** and encourage your questions and feedback. We will never rush you and we will not tolerate a 'pushy sales staff' attitude.

2 - Impartial expert advice: we offer no-obligation consultations to enable you to discuss the results you desire and find out the options available. We only offer treatments that we feel are effective and have established safety profiles.

3 - Excellent aftercare: the service we provide does not end as you leave the clinic. We are available to answer your questions after your treatment and provide free reviews of your progress.

"The biggest compliment a client can pay us is to be our guest and then recommend our services to their family, friends and colleagues. Our growth is built on recommendation and reputation and every customer should be given the personal touch!"

2 Customer Complaints Handling Procedure (CCHP)

Dr Xavier G. Medi-Spa aims to provide customers with an explanation and insight into the reasons for any failure to meet an expectation or failure in the service provided, whether it is within our direct control or the control of our contractors, or suppliers.

We believe that having a caring and comprehensive after-sales service will not just retain customers but will win new business and improve customer advocacy and recommendation.

The **Customer Complaints Handling Procedure (CCHP)** is one way in which we can make this happen. **The policy aims to:**

- a) Be easily accessible
- b) Ensure efficient handling of a comment or failure to meet expectations and respond within publicised targets.
- c) Ensure full and fair investigations take place where appropriate.
- d) Ensure a quality reply and observe Dr Xavier G. Medi-Spa customer service standards.
- e) Respect customers' desire for confidentiality.
- f) Provide information to management so that improvements can be made.
- g) Adapt to changing circumstances through an annual review.
- h) Provide an independent arbiter to manage complaints that cannot be resolved in-house.

We will achieve these aims in the following way ...

a Accessible and easy to use

- If you have a comment about the service we provide, **our customer-facing and reception staff** should **make every effort** to help, and, in most situations, should be able to resolve it there and then for you. We encourage our team members to try to resolve issues and problems for you in this way. We also have a Comments and Suggestions box in the Relaxation Lounge.
- If the team are unable to do so, our **Clinic Duty Manager** will be given the opportunity to help and will try to provide an immediate response or solution for you.
- It is appreciated however that some comments or issues cannot be resolved quickly this way, or to your satisfaction, so we have a **more formal process** that is dedicated to dealing with such situations.

- If you feel that your issue or comment has not been explained or resolved to your satisfaction we ask that you **write to us and explain your concerns in detail**. The correspondence should be addressed to; “Client Services Director” at our advertised clinic address.
- **If you are unhappy or disappointed about a treatment outcome or result**, before we can look into your concerns further, we may ask you to book an appointment with our medical doctor to help us ascertain the issues involved. The appointment is complimentary and will help our doctor investigate any medical issues involved and explore any issues surrounding your treatment. Our doctor will then liaise with the relevant team member who is responsible for addressing your comment or concern.

b Response times

We will respond to a comment or complaint as quickly as possible. Our aim is to respond to written complaints, whether by mail, e-mail or fax within **3 working days** of receipt, when you will receive a full reply or an initial acknowledgement. A full reply will then be sent within **10 working days** should it take longer to make the necessary enquiries. We will use our best endeavours to keep to our promised response rates.

c A fair complaints procedure

We aim to satisfy a client’s comment or complaint with our first response and will undertake a full and fair investigation into all customers’ comments and complaints, involving our management and senior management where appropriate. We reserve the right to terminate any correspondence that we believe to be frivolous, vexatious or abusive. We will advise a client in writing of the reasons behind this decision.

d Quality of reply

When a client writes to us, we will **answer all the points they raise**. Complaints involving staff conduct and issues of safety will always be fully and fairly investigated. We may also consider goodwill gestures on an ex-gratia basis when we are unable to fulfil our promises to a client.

e Client confidentiality

We will ensure that your **confidentiality is protected**. Your personal details, or details about your complaint, will not be divulged to third parties unless we have your express consent. However, we may divulge some or all of their details to a third party without consent where it is necessary for us to fulfil our own legal or regulatory obligations.

f Providing information to management

Customer feedback is important to us. It helps us to **identify** areas where we can **improve** the service we provide. To ensure that this feedback helps to drive improvements we will ensure that comments about our service are made available to managers at all levels of our company to enable them to identify areas in need of improvement and to take remedial action. Our Client Services Director will compile and maintain a Register of Comments/Complaints made the reasons for them and their outcomes.

g Reviewing our procedure

Our policy will be reviewed each year to ensure that it is relevant, fair and robust.

h Independent Arbitration Process

If we are unable to fully resolve a complaint internally, we do have an external and independent arbitration service available. We will do our very best to ensure that clients have no need to do so but in the event of us being unable to satisfy a complaint the client will be given details of the relevant regulatory or arbitration service. This includes the Care Quality Commission (CQC) that regulates some of our activities or the General Medical Council, of which our doctor is a registered doctor.