



HOW TO COMPLAIN

If you are unhappy with the service I have provided, I want to know what I can do to help. I will talk to you to find out if it is a problem we can resolve quickly and easily or a problem that needs a more formal investigation and response.

All complaints will be handled in line with Bella Aesthetics documented "Customer Complaints" participation policy and in order that I can accurately deal with your issue I may ask you to complete a Customer Complaint Form which I will assist you to do if required. For a copy of "Making a Complaint Patient Guidance " please email: Lisa@bella-aesthetics.co.uk or call on the number below and I will post or email this to you

All complaints should be referred to the Bella Aesthetics in the first instance addressed to:

Lisa Blackwood

Bella Aesthetics LTD

Priorwood House

Melrose

TD6 9EG

TEL: 07741300057



HEALTHCARE IMPROVEMENT SCOTLAND

Healthcare Improvement Scotland (HIS) is the regulator of private healthcare providers in Scotland, and it encourages feedback on private providers' performance it also has a process for dealing with complaints. You have the right at any point to contact HIS about any element of my service and in the case of the HIS complaints process you can find information online or by using the link below.

Healthcare Improvement Scotland Complaints

Alternatively, you can contact HIS using the information below:

**Healthcare Improvement Scotland
Complaints
Corporate Governance Office
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB**

Email: his.ihcregulation@nhs.scot
Telephone 0131 623 4342