

**Injectable Aesthetic Academy Complaint
Handling Procedure**

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Version 1.2

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Intended Audience: All Staff

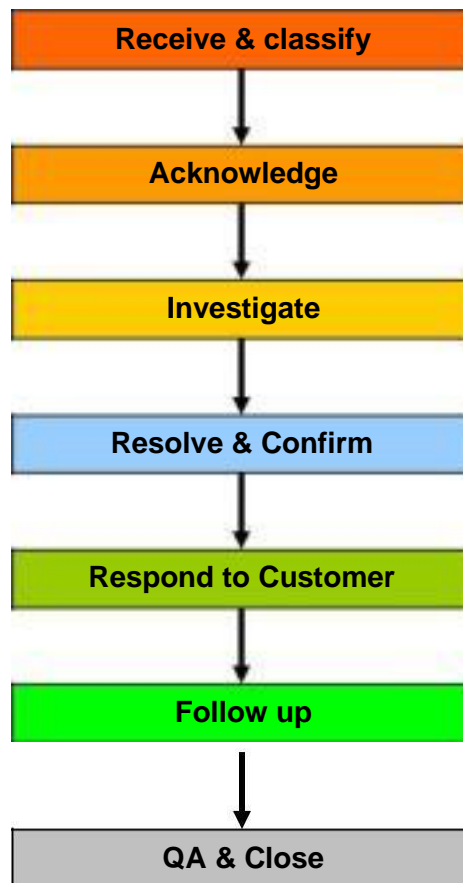
Injectable Aesthetics Academy Complaint Handling Procedure

Overview	<ul style="list-style-type: none"> ○ This is the official Complaint Handling Procedure
Objectives	<ul style="list-style-type: none"> ○ To deliver a consistent, high-quality and accountable response to complaints across Injectable Aesthetics Academy ○ This quality procedure is in line with the overall Customer Service Strategy and industry 'best practise'
Services Covered	All Services
Groups involved	All Groups
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Reviewed by	Assad Latif
Update comments	N/A

Injectable Aesthetics Academy Complaint Handling Procedure

Process Overview

The following key steps must be followed for all customer complaints received by Injectable Aesthetics Academy staff:



The requirements for each of these steps is detailed below

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1 Receive & classify

Summary

Ensure that all potential issues are captured by the organisation, and classified for escalation, review and action as required.

- Any complaint, issue or negative customer interaction (whether this is formally logged by the client or not), must be logged and classified for action.
- All of these complaints must be formally logged using the paper-based forms (see below)
- All complaints must be prioritised as follows:
 - **Priority 1 – urgent**, potential high business impact. **The staff member requires a response to the client within 5 working days.**
 - This should be used (sparingly) for major issues where the client may have been injured or harmed, or any client who is considering moving their business from Injectable Aesthetics Academy
 - Also this could be used in a situation where the client may be in a position to influence or make public statements that would impact upon the Injectable Aesthetics Academy brand or reputation.
 - **Priority 2, - non-urgent**, lower business impact. The staff member requires a response to the client within 2 working weeks.
 - This should be used for most complaints with individual clients, as this allows a reasonable time to collect information and produce a balanced response.
- Discretion and flexibility should be exercised in prioritising all complaints
- The staff member logging the complaint should review the complaint and it's priority with the Directors before proceeding to the next step.
- Directors will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.
- All Priority 1 complaints must be escalated immediately to the Directors

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2 Acknowledge

Summary

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

- All complaints, regardless of priority, should receive a pro forma (see below) acknowledgement sent out 1st class mail on the day of receipt.

3 Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

- The priority of the complaint will drive the timescale for completion (5 days for urgent or 2 weeks for non-urgent).
- All areas of interaction and communication should be established (who, what, where, when, why etc) and documented where possible.

4 Resolve & Confirm

Summary

Ensure that the final resolution is clear and fair. Also confirm the proposed action and resolution with another senior person.

- Ensure that the proposed resolution meets company guidelines and does not prejudice Injectable Aesthetics Academy in any unnecessary legal or financial manner.
- Document the proposed action and discuss and agree with the directors.
- Discuss and review the solution from both the companies and clients viewpoint to ensure fairness and clarity.
- The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.
- This should then be reviewed as part of the annual company reviews.

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5 Respond to Customer

Summary

Provide the client with the resolution within the timescales promised.

- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the client- within the agreed timescales.
- If this cannot be done on time the client should be contacted by telephone to request further time.

6 Follow up

Summary

Ensure that complaints are followed up to confirm that client is satisfied with the response given.

- All Priority 1 complaints and 95% of priority 2 complaints must be followed up within a reasonable timescale.
- This will be carried out by the directors or staff member handling the complaint.
- The follow up should identify the following
 - Is the client satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be referred to directors for action and direct follow up with the clients.

QA & Close

Summary

Ensure that the organisation as a whole is aware of complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

- All complaints should be reviewed monthly as part of the review meetings.
- Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate staff managers across the organisation.

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Complaint logging form/screen

Key Details required

Raised by	
Date	
Client Name	
Client Address	
Client Contact number	
Course Client is Undertaking	
Description	
Client Impact	
Priority	Complaint priority 1- Urgent 2- Non-Urgent
Acknowledgement	
Owner/assigned to	
Corrective action/resolution	

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Resolution confirmed by	Date and owner
Client Contacted	Date and owner
Client Followed up	Date and owner
Key Issues identified	
Long term actions required	
Issues and actions accepted – Directors	Date and owner

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Acknowledgement letter

Dear

Thank you for contacting us today with your complaint/problem.

We are sorry that you have had to do this and apologise for any inconvenience this has caused you.

We view complaints as positive and helpful feedback and will do everything we can to resolve this fairly and quickly to your satisfaction.

We aim to respond to you within with a suitable resolution.

Should you need to contact us again regarding this matter, please use your name as a reference.

I look forward to reaching a suitable resolution to this matter and thank you again for taking time to raise this with us.

Yours Sincerely

(Raman Sangha, Director)