

# Feedback, Compliments & Complaints Policy

At DerMediCare, we are committed to providing safe, professional, and high-quality care in a welcoming and supportive environment. We value all patient feedback, whether it is a compliment, suggestion, concern, or complaint, as it helps us continue to improve our services and patient experience.

## Compliments & Positive Feedback

We always appreciate hearing about positive experiences and successful treatment outcomes. Patient feedback means a great deal to our team and helps us maintain the highest standards of care.

If you would like to share your experience, you can:

- Leave a Google review
- Send us an email
- Share feedback during your appointment
- Message us through our social media pages

With your permission, we may occasionally share testimonials or treatment journeys anonymously or with consent.

## **Concerns & Complaints**

We understand that, on occasion, patients may feel dissatisfied or wish to raise a concern. We take all complaints seriously and are committed to resolving issues fairly, respectfully, and promptly.

Our aim is to:

- Listen carefully and respond professionally
- Investigate concerns thoroughly and objectively
- Resolve complaints as quickly as possible
- Learn from feedback to improve our services

## **How to Raise a Concern or Complaint**

If you wish to raise a concern or make a complaint, please contact us using one of the following methods:

Email: [info@dermedicare.co.uk](mailto:info@dermedicare.co.uk)

Telephone: 0800 678 5439

Postal Address:

DerMediCare

29 Main Street

Swanland

HU14 3QP

To help us investigate your concern efficiently, please include:

- Your full name and contact details
- A description of your concern
- The date of your appointment or treatment
- Any relevant supporting information or photographs

## **What Happens Next**

### **Acknowledgement**

We will acknowledge your complaint within 3 working days of receiving it.

### **Investigation**

Your complaint will be reviewed by the clinic director or an appropriate senior member of the team. We may contact you if additional information is required.

## **Response**

We aim to provide a full response within 20 working days. If further investigation is needed, we will keep you informed throughout the process.

## **Treatment Concerns & Aftercare**

If you experience unexpected side effects, complications, or concerns following treatment, we encourage you to contact the clinic promptly so we can provide appropriate advice, assessment, and support.

## **Confidentiality**

All feedback, concerns, and complaints are handled sensitively and confidentially, in accordance with data protection and patient confidentiality regulations.

## **Our Commitment to You**

At DerMediCare, we believe open communication is an important part of exceptional patient care. Your feedback helps us continue to provide safe, ethical, and patient-focused aesthetic treatments.

