

Complaints

espacio

Procedure

At Espacio Medical ourselves in delivering customer service to all of our patients. We however there may be times where your

treat all our patients with the utmost care, compassion and respect, experience does not meet the high standards that we aim to deliver.

Aesthetics we pride outstanding professional

Should this happen, the most effective way to resolve any concern is by contacting the Clinic Manager.

Contact details: manager@espacioclinic.com

They will listen to your concern and aim to resolve your complaint efficiently and effectively. If you require assistance with making your complaint, we will be pleased to help and support you through the process.

It is best to make your complaint as soon as possible, ideally within six months of the incident you are concerned about. Espacio Medical Aesthetics may be willing to investigate complaints after this time where there is a realistic opportunity of conducting a fair and effective investigation and if you have a good reason as to why you could not act sooner.

We will always aim to resolve your complaint as soon as we receive it however where this is not possible the complaint will be investigated by the Clinic Manager and you will receive an acknowledgment of your complaint within 3 working days, this may be by email, letter or telephone.

The Clinic Manager will provide you with a written response within 20 working days from the acknowledgment of your complaint however if the complaint is of a complicated nature, it may take longer to investigate in which case you will be kept informed.

If your complaint is regarding a treatment that you have received, this will be investigated by the Clinic's Medical Team. You may be asked to attend the clinic for an assessment with our Medical Director. Once this has taken place you will receive an outcome of your complaint within 20 working days by letter or email.

Healthcare Improvement Scotland is the regulator for independent healthcare services across Scotland and can accept complaints at any time from a complainant. Contact details are:

Healthcare Improvement Scotland
Independent Healthcare Team
Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB
T: 0131 623 4342
E: his.ihsregulation@nhs.scot