

Perfect Eyes Ltd and Perfect Skin Studio

Complaints Policy

1. Our commitment

We aim to provide a high standard of care and service. When something falls short we want to know, so that we can put it right for you and learn from it.

Making a complaint will never affect the care you receive, the treatment available to you, or how you are treated by our team.

This policy applies to both arms of the practice: Perfect Eyes Clinic, the medical and surgical arm, and Perfect Skin Studio, the aesthetic arm.

Perfect Eyes Clinic is a trading name of Perfect Eyes Ltd, company number 08265369. Perfect Skin Studio is Perfect Skin Studio Limited, company number 15077313. Both are registered in England and Wales.

2. Who can complain

- Any patient of Perfect Eyes Clinic or Perfect Skin Studio.
- Someone acting on a patient's behalf, with that patient's written consent.
- Where a patient lacks capacity, a person acting in their best interests.

3. How to raise a complaint

You can raise a complaint in whichever way is easiest for you:

Method	Details
Email	manager@perfecteyesltd.com
In writing	The Manager, Perfect Eyes Clinic, 121 Harley Street, London W1G 6AX
By telephone	020 7183 5121, asking to speak to the Manager
In person	Ask any member of the team to arrange a conversation with the Manager

Please give us as much detail as you can, including dates, who you saw, what happened and what you would like us to do to put things right. If you need help putting your complaint in writing, tell us and we will assist.

4. When to complain

Please raise your complaint as soon as possible, and normally within 6 months of the event or of becoming aware of it. We may still consider complaints made later where there is good reason and where it remains possible to investigate fairly.

5. Our Three-Stage Complaints Procedure

We aim to resolve complaints promptly, fairly and wherever possible at a local level. Our complaints procedure follows the complaints resolution process available through the Independent Doctors Federation (IDrF) and the Independent Sector Complaints Adjudication Service (ISCAS), where applicable.

Stage One: Local Resolution

- We will acknowledge your complaint within 2 working days of receiving it.
- We will investigate your concerns and aim to provide a full written response within 20 working days.

- If the investigation requires longer, we will explain the reason for the delay and provide you with an updated timescale.
- Our response will explain the outcome of our investigation and, where appropriate, any action or learning arising from it.
- Where appropriate, we may offer a resolution. This may include further or remedial treatment, a refund or partial refund, or another goodwill gesture.
- Any refund, payment or goodwill gesture offered as part of resolving a complaint does not, unless expressly stated otherwise, constitute an admission of liability.
- Where a proposed resolution is accepted by the patient as resolution of the complaint, the complaint will be regarded as closed.

Where a complaint raises potential clinical, medico-legal or compensation issues, or where we otherwise consider specialist advice appropriate, we may notify and seek advice from our professional indemnity provider and/or its medico-legal or legal advisers. They may advise us on, assist with, or where appropriate assume conduct of the matter.

Stage Two: Independent Doctors Federation Complaint Resolution Procedure

If you remain dissatisfied following our final Stage One response, you may request that your complaint be reviewed under the Independent Doctors Federation (IDrF) Complaint Resolution Procedure.

The IDrF Complaint Manager is independent of the clinic's Stage One handling of your complaint and will review the relevant documentation, correspondence and the clinic's handling and response to the complaint.

Escalation to Stage Two should be made in writing within six months of our final Stage One response.

The IDrF Complaint Manager may seek further information from you and from us and may request your consent for relevant clinical records to be provided for the purposes of reviewing your complaint.

Details of how to contact the IDrF Complaint Manager will be provided with our final Stage One response.

Stage Three: Independent Adjudication

If your complaint remains unresolved following Stage Two, and your complaint falls within the scope of the applicable complaints scheme, you may be entitled to refer the matter to the Independent Sector Complaints Adjudication Service (ISCAS).

ISCAS provides independent external adjudication for eligible complaints which have not been resolved through Stages One and Two.

Further information about ISCAS and how to make a Stage Three referral will be provided at the conclusion of Stage Two where applicable.

6. Professional Indemnity and Legal Matters

The complaints procedure is intended to provide patients with a fair and transparent means of raising and resolving concerns.

Where a complaint includes or develops into a claim for compensation, allegations of clinical negligence, threatened or commenced legal proceedings, or other matters requiring medico-legal advice, we reserve the right to refer the matter to our professional indemnity provider and/or legal advisers.

In such circumstances, our indemnity provider or appointed legal representatives may communicate with you or your representative on our behalf and may assume conduct of the relevant aspects of the matter.

Referral of a complaint or claim to our professional indemnity provider or legal advisers does not constitute an admission of liability.

7. If your complaint is about a clinician

Where a complaint concerns the clinical care provided by an individual surgeon, doctor or nurse, it will be shared with that clinician so that they can respond. Clinicians practising here are independently registered with the General Medical Council or the General Dental Council and hold their own professional indemnity cover.

8. Other bodies you can contact

You may contact these organisations at any point. You do not need to complete our procedure first.

Organisation	What they do
Care Quality Commission	Regulates the clinic. It cannot investigate individual complaints, but it uses what patients tell it to inform inspection. cqc.org.uk
General Medical Council	Regulates doctors, and considers concerns about a doctor's fitness to practise. gmc-uk.org
Nursing and Midwifery Council	Regulates nurses. nmc.org.uk
Information Commissioner's Office	Handles concerns about how your personal data has been used. Our ICO registration number is ZA280470. ico.org.uk

9. Confidentiality

Complaints are handled confidentially. Information is shared only with those who need it in order to investigate and respond.

A record of your complaint is kept separately from your clinical record, so that raising a concern does not affect your care. Complaint records are retained in line with our privacy notice.

Where we use anyone outside the clinic to assist with handling a complaint, we will tell you who they are and what information has been shared with them.

10. Learning from complaints

Complaints are reviewed by the Manager and by Dr Shah-Desai. Themes and actions taken are reviewed at least annually, and the outcome informs changes to our practice, training and information for patients.

11. Accessibility

If you need this policy in another format, or support to make a complaint, including an interpreter, please tell us and we will arrange it.

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