

Complaints Procedure

At **Saddle House Medi-Spa**, we are committed to providing safe, professional, and high-quality care. We value feedback from our patients and believe that concerns and complaints give us an opportunity to improve the services we provide.

If you are unhappy with any aspect of your experience, we encourage you to let us know so that we can investigate your concerns and work towards a resolution.

How to Make a Complaint

You can contact us in whichever way is most convenient for you:

- By telephone
- By email
- In writing
- In person at the clinic

Please provide as much information as possible, including your name, contact details, the date of your appointment or treatment, and the nature of your concern. This will help us investigate your complaint thoroughly.

What Happens Next?

Once we receive your complaint, we will:

- Acknowledge that we have received it.
- Investigate the issues raised fairly, thoroughly, and confidentially.
- Speak with the relevant members of our team where appropriate.
- Keep you informed if our investigation takes longer than expected.
- Aim to provide a full written response within **14 working days**. If we need additional time, we will explain why and let you know when you can expect our response.

Treatment-Related Concerns

If your complaint relates to a treatment you have received, we may invite you to attend a review appointment with your treating practitioner. In some circumstances, we may recommend an independent clinical opinion to ensure your concerns are assessed appropriately.

Our Commitment

We are committed to:

- Treating every complaint with courtesy, fairness and respect.
- Investigating concerns without prejudice.
- Maintaining your confidentiality throughout the process.
- Learning from feedback to continually improve the quality and safety of our services.

If You Remain Dissatisfied

If you remain dissatisfied after receiving our final response, we will provide information about any appropriate independent organisation or alternative route for further review, where applicable.

Contact Us

Saddle House Medi-Spa

Email: desk\@saddlehouse.co.uk

Telephone: 01962 353439

Address: Western Court, Alresford, Hampshire, SO24 0AA.

We appreciate you bringing your concerns to our attention and will always do our best to resolve them promptly, professionally, and fairly.