

# LUXE SKIN BY DOCTOR Q

## Complaints Policy

Provider: Quvent Limited | Service No. 00290 | 227 Ingram Street, Third Floor, Glasgow G1 1DA

|                         |                                                                                                     |
|-------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Aligned to</b>       | Healthcare Improvement Scotland IHC complaints procedure (SPSO model complaints handling procedure) |
| <b>Version / Date</b>   | 5.0   March 2026 (supersedes v4.0, 23/07/2026)                                                      |
| <b>Approved by</b>      | Registered Manager (Cosmetic Doctor / Owner)                                                        |
| <b>Adopted / Review</b> | Adopted 01/12/2021   Review March 2027                                                              |

*Note on this version: this policy has been updated to align with the Healthcare Improvement Scotland (HIS) complaints handling procedure for independent healthcare services, which follows the Scottish Public Services Ombudsman (SPSO) model. It adopts SPSO-model timescales (acknowledge within 3 working days; resolve within 20 working days at each stage), corrects the regulator's name and contact details, updates data protection references, and sets email as the means of contact.*

### 1. Definitions

In this Complaints Policy the following expressions have the following meanings:

|                               |                                                                                                                                          |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>"Appeal"</b>               | your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;                 |
| <b>"Appeal Handler"</b>       | a member of Luxe Skin working at manager level who will handle Level Two Complaints;                                                     |
| <b>"Working Day"</b>          | any day other than a Saturday, Sunday or public holiday in Scotland;                                                                     |
| <b>"Complaint"</b>            | an expression of dissatisfaction about the treatments or services provided by Luxe Skin, about our customer service, or about our staff; |
| <b>"Complaints Form"</b>      | our standard complaints form, available on request by email from <a href="mailto:info@luxeskin.co.uk">info@luxeskin.co.uk</a> ;          |
| <b>"Complaint Handler"</b>    | a member of Luxe Skin working at manager level who will handle Level One Complaints;                                                     |
| <b>"Complaints Policy"</b>    | this document;                                                                                                                           |
| <b>"Complaints Procedure"</b> | the internal complaints handling procedure of Luxe Skin followed when handling a Complaint, available on request by email;               |
| <b>"Complaint Reference"</b>  | a unique code assigned to your Complaint that will be used to track it;                                                                  |
| <b>"External Resolution"</b>  | referral of your Complaint to Healthcare Improvement Scotland, which regulates the service, if you remain dissatisfied;                  |
| <b>"Level One"</b>            | the first stage of our procedure, under which your Complaint is handled by a Complaint Handler; and                                      |
| <b>"Level Two"</b>            | the second stage, under which you may appeal the outcome of a Level One Complaint; handled by an Appeal Handler.                         |

### 2. Purpose of this Complaints Policy

1. Luxe Skin welcomes and encourages feedback of all kinds. If you have a Complaint about our treatments or services, our customer service, or our staff, we want not only to resolve it to your satisfaction but also to learn from it in order to improve our service and patient experience.
2. It is our policy to resolve Complaints quickly and fairly, wherever possible without recourse to formal investigation or external bodies. The aims of this policy are: to provide a clear and fair procedure for anyone who wishes to make a Complaint; to ensure everyone working for Luxe Skin knows how to handle Complaints; to ensure all Complaints are handled equally, fairly and in a timely way; and to ensure learning from Complaints is used to prevent recurrence and improve the service.

### 3. What this Complaints Policy Covers

1. This policy applies to the provision of treatments and services by Luxe Skin, to our customer service and to our staff (including practitioners working under practising privileges, and agency or locum staff).
2. Complaints may relate to any of our activities, including but not limited to: the quality of care, treatment or customer service received; the behaviour or professional competence of our staff; and delays, outcomes or other problems associated with treatment.
3. The following are not treated as Complaints under this policy and are directed to the appropriate person: general questions about our treatments or services; routine requests for aftercare; contractual or other legal disputes; and formal requests for disclosure of information (for example, subject access requests under data protection law).

#### **4. Making a Complaint**

1. Complaints should be made by email to the Manager (Dr Usman Qureshi) at [info@luxeskin.co.uk](mailto:info@luxeskin.co.uk), or by using our Complaints Form (available on request by email). A Complaint may also be raised in person during your visit, and will then be recorded and handled under this procedure.

When making a Complaint, please provide as much of the following detail as possible:

- Your name and email address (we will contact you by email as your Complaint is handled);
- If you are complaining on behalf of someone else, that person's name and contact details as well as your own;
- If your Complaint is about a particular member of staff, their name and, where appropriate, role;
- Details of your Complaint, including relevant times, dates, events and people involved;
- Details of any documents or other evidence you wish to rely on; and
- Details of what you would like Luxe Skin to do to put things right (we will make every reasonable effort to accommodate such requests).

#### **5. How We Handle Your Complaint**

1. Luxe Skin operates a two-stage complaints handling procedure, in line with the HIS / SPSO model. Our aim is always to resolve Complaints to your satisfaction at Level One. If you are not satisfied at the end of Level One you may escalate to Level Two, and if you remain dissatisfied at the end of Level Two you may seek External Resolution from Healthcare Improvement Scotland, as set out below.

##### **Level One**

- On receipt, your Complaint is logged in our complaints register and acknowledged in writing (by email) within 3 working days, with a Complaint Reference and the name of your Complaint Handler.
- If your Complaint relates to a specific member of staff, that person is informed and given a fair opportunity to respond. Please communicate only via the Complaint Handler and not directly with the individual while we resolve the matter.
- If we need further information or evidence, the Complaint Handler will contact you promptly; please respond quickly to avoid delay.
- We aim to resolve Level One Complaints within 20 working days. If this is not possible (for example, where the Complaint is complex), you will be told of the delay, its likely length and the reasons for it.
- At the conclusion of Level One, whatever the outcome, we provide full details of our investigation, our conclusions and any action taken, and remind you of your right to appeal to Level Two.

## **Level Two**

- If you are not satisfied at Level One, you may appeal within 20 working days and have the Complaint escalated to Level Two. Appeals are handled by an Appeal Handler (the Registered Manager / Owner).
- Appeals, quoting your Complaint Reference, should be sent by email to [info@luxeskin.co.uk](mailto:info@luxeskin.co.uk). Receipt is acknowledged in writing within 3 working days, with the name of your Appeal Handler.
- If your Complaint relates to a specific member of staff, that person is informed and given a further opportunity to respond, with communication via the Appeal Handler.
- If we need further information or evidence, the Appeal Handler will contact you promptly.
- We aim to resolve Level Two Complaints within 20 working days. If this is not possible you will be told of the delay, its likely length and the reasons for it.
- At the conclusion of Level Two, whatever the outcome, we provide full details of our investigation, our conclusions and any action taken. Our decision at this stage is final, subject to your right to seek External Resolution.

## **6. External Resolution — Healthcare Improvement Scotland**

Luxe Skin by Doctor Q (Quvent Limited) is regulated by Healthcare Improvement Scotland (HIS). You may contact HIS about your Complaint at any time, and you do not need to complete our procedure first — although we would prefer the opportunity to resolve your Complaint in the first instance. Complaints to HIS are normally accepted within 6 months of the matter coming to your notice. HIS can be contacted at:

### **Healthcare Improvement Scotland**

Independent Healthcare Services Team

Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB

**Email:** [his.ihsregulation@nhs.scot](mailto:his.ihsregulation@nhs.scot)

**Website:** [www.healthcareimprovementscotland.scot](http://www.healthcareimprovementscotland.scot)

Please note that, as HIS is the regulator for independent healthcare services in Scotland, there is no onward pathway to the Scottish Public Services Ombudsman for a complaint about an independent healthcare service.

## **7. Confidentiality and Data Protection**

1. All Complaints and related information are treated in the strictest confidence and shared only with those who need to know in order to handle the Complaint.
2. We may ask your permission to use details of your Complaint, with personal details removed, for internal training and quality improvement. You may withdraw that permission at any time by emailing [info@luxeskin.co.uk](mailto:info@luxeskin.co.uk).
3. All personal information is collected, used and held in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and your rights under that legislation.

## **8. Recording, Learning & Improvement**

All Complaints are recorded in the complaints register and analysed for themes. Learning from Complaints is fed into our Quality Improvement Plan, Risk Register and quarterly governance review, and improvements made as a result are communicated to patients in line with our Participation Policy. Any Complaint that raises a patient-safety concern is also assessed for notification to Healthcare Improvement Scotland under our Incident Notification Protocol and for the duty of candour.

## **9. Questions and Further Information**

If you have any questions or require further information about this Complaints Policy or our Complaints Procedure, please contact Dr Usman Qureshi by email at [info@luxeskin.co.uk](mailto:info@luxeskin.co.uk).

## 10. Policy Responsibility and Review

4. Overall responsibility for this policy and its implementation lies with the Registered Manager (Dr Usman Qureshi).
5. This policy was adopted on 01/12/2021, last reviewed and updated in March 2026 (v5.0), and is next due for review in March 2027 (or sooner if HIS guidance changes).

### This policy has been approved and authorised by:

|                  |                                        |
|------------------|----------------------------------------|
| <b>Name</b>      | Dr Usman Qureshi                       |
| <b>Position</b>  | Managing Director / Registered Manager |
| <b>Signature</b> | Usman Qureshi                          |
| <b>Date</b>      | 23.7.26                                |

*HIS contact details verified against [healthcareimprovementscotland.scot](https://healthcareimprovementscotland.scot), current at March 2026.*