



COMPLAINTS PROCEDURE

Skin Aesthetics & Academy

Effective Date: 18/05/2025

Review Date: 6/6/26

Purpose

This procedure outlines how students can raise concerns or complaints regarding any aspect of our services, teaching, conduct, facilities, or your course. We are committed to resolving complaints in a fair, timely, and respectful manner. This complaints procedure is for students enrolled onto regulated training courses ONLY.

Scope

This procedure applies to: Current and prospective students

1. Informal Resolution (Stage 1)

Where possible, we encourage informal resolution of concerns:

Speak directly with the individual(s) involved or a staff member to resolve the issue quickly.

Most complaints can be resolved promptly and informally through open communication.

If the issue is not resolved informally, you may proceed to a formal complaint.

2. Formal Complaint (Stage 2)

To submit a formal complaint:

How to Submit:

Submit a written complaint via email or letter to the Academy Manager or Director.

Include the following:

Your full name and contact details

A clear description of the complaint

Any relevant dates, times, or individuals involved

Any supporting evidence (emails, photos, etc.)

Your desired outcome or resolution

Send To:

Email: info@skin-aesthetics.co

Postal Address: Skin Aesthetics & Academy, Castle House, Park Road,
Banstead, Surrey, SM7 3BT

3. Acknowledgment

We will acknowledge receipt of your complaint within 10 working days and begin an investigation. You may be contacted for additional information or clarification.



4. Investigation & Outcome

The complaint will be investigated by a senior member of staff and/or the awarding regulated body.

A written response and decision will be provided within 15 working days of acknowledgment.

If more time is needed due to complexity, you will be informed of the revised timeframe.

Your complaint's final outcome will be dealt with by the regulated awarding body.

5. Appeals Process (Stage 3)

If you are not satisfied with the outcome:

You may appeal the decision in writing within 7 working days of the response.

Appeals should be addressed to the Director or Academy Owner and must include:

Reasons for the appeal

Any new evidence

The appeal decision will be final and communicated within 15 working days.

6. Confidentiality

All complaints will be handled sensitively and in confidence. Personal data will be processed in accordance with GDPR and our Privacy Policy.

7. Record Keeping

All complaints and their outcomes will be documented and retained securely.

These records help us monitor service quality and identify areas for improvement.

8. Unreasonable Complaints

Repeated, malicious, or abusive complaints may be rejected. We reserve the right to take appropriate action in cases of harassment or misuse of the complaints procedure.