

Complaint Outcome Summary – for upheld complaints only

Name of Service:	Clinic M
Complaint Case Number:	CAS-01245-M7K8T

1. Complaint Overview
<p>The complaint areas we investigated were:</p> <ul style="list-style-type: none">a) The service did not follow its treatment protocol for the procedures carried out.b) The patient did not consent to the registered service manager carrying out the procedure.