

Complaint Outcome Summary – for upheld complaints only

Name of Service:	Signature Clinic
Complaint Case Number:	CAS-01280-P0Z2K

1. Complaint Overview

The complaint areas we investigated were:

- a) The service did not follow their own consent procedure for care of the patient before surgery.
- b) The service did not follow their own aftercare protocols in relation to wound care for review of the patient.
- c) The service did not provide an accurate timeline of events/communication within the complaint response to the patient.