Complaint Outcome Summary – for upheld complaints only

Name of Service:	SkinZ Aesthetics
Complaint Case Number:	**CAS-01384-N6S3F**

1. Complaint Overview

The complaint areas we investigated were:

a) The service did not carry out a full patient consultation, including obtaining the medical history of the complainant, prior to the treatment being carried out.

b) The service did not provide sufficient information regarding the risks of the treatment to ensure informed consent was obtained.

c) The service did not provide a complete clinical patient care record to the complainant upon request.

d) The service did not follow their complaints policy.