

TE AMO AESTHETICS

COMPLAINTS POLICY

Effective date: 1 September 2026

At **TE AMO AESTHETICS**, we take client concerns seriously. Our aim is to provide safe, professional and high-quality treatments and to deal with any concerns promptly, fairly and professionally.

This Complaints Policy applies to all treatments, consultations, services and products provided by TE AMO AESTHETICS.

This policy should be read alongside our **Terms & Conditions, treatment consent forms and aftercare instructions**.

Nothing within this policy removes or limits any statutory rights available to you under UK law.

1. RAISING A CONCERN

If you are unhappy or concerned about any aspect of your treatment, we ask that you contact TE AMO AESTHETICS directly in the first instance.

Where possible, concerns should be raised **as soon as reasonably possible** following treatment so that we have the opportunity to assess the situation and, where appropriate, provide advice or arrange a review.

Complaints should preferably be made in writing so that there is a clear and accurate record of the concern.

Your complaint should include:

- Full name
- Date of treatment
- Treatment received
- Area(s) treated
- Description of your concern
- When you first noticed the issue
- Any relevant photographs
- Any relevant medical information
- Details of any treatment subsequently received elsewhere

- The outcome or resolution you are seeking
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2. TREATMENT-RELATED CONCERNS

Where a complaint relates to an aesthetic treatment, TE AMO may need to assess the treated area before determining an appropriate response.

This may involve:

- Requesting clear photographs;
- Asking questions regarding symptoms or changes;
- Reviewing your treatment records;
- Reviewing your consultation and consent documentation;
- Reviewing relevant aftercare information;
- Inviting you to attend an in-person assessment;
- Advising you to seek medical or emergency attention where appropriate.

For aesthetic treatments, particularly injectable treatments, the appearance of the treated area can change during the normal healing process.

Swelling, bruising, tenderness, redness, asymmetry and other temporary changes may occur following treatment and do not necessarily indicate that treatment has been performed incorrectly.

Where clinically appropriate, TE AMO may recommend allowing an appropriate healing period before assessing the final result.

3. EMERGENCY OR SERIOUS COMPLICATIONS

A complaint procedure must **never be used as a substitute for urgent medical care**.

If you experience symptoms following treatment that may indicate a serious complication or medical emergency, you should seek urgent medical attention immediately.

Depending on the circumstances, you may be advised to:

- Contact TE AMO immediately;
- Contact your GP;
- Contact NHS 111;
- Attend an urgent treatment centre;
- Attend A&E;

- Call 999.

TE AMO may also advise you to seek assessment from another appropriately qualified healthcare professional where this is considered necessary.

Your health and safety will always take priority over the complaints process.

4. ACKNOWLEDGEMENT OF COMPLAINT

Written complaints will normally be acknowledged within **3 working days** of receipt.

We will confirm that your complaint has been received and, where necessary, request any additional information required to investigate it.

Some complaints may require more time to investigate due to their clinical or technical nature.

Where an investigation is ongoing, we will provide appropriate updates where reasonably possible.

5. INVESTIGATION

TE AMO will investigate complaints objectively and fairly.

The investigation may include consideration of:

- Your consultation records;
- Medical information disclosed before treatment;
- Consent documentation;
- Treatment records;
- Product information and batch details where relevant;
- Treatment photographs;
- Aftercare provided;
- Advice given before and after treatment;
- Follow-up communications;
- Relevant circumstances surrounding the treatment;
- Whether recommended aftercare was followed;
- Whether treatment or intervention was subsequently carried out by another practitioner.

We may request further information where necessary.

6. PHOTOGRAPHS

Where appropriate, we may request photographs to assist with assessing a concern.

Photographs should be:

- Clear;
- Well lit;
- Unfiltered;
- Taken from appropriate angles;
- Recent;
- Unedited.

Where photographs are requested for clinical assessment, they will be handled in accordance with applicable data protection requirements.

7. REVIEW APPOINTMENTS

Where a complaint concerns the outcome or appearance following treatment, TE AMO may offer or recommend a review appointment.

A review appointment allows the practitioner to assess the treated area and determine whether:

- The result is within the expected treatment outcome;
- The area is still undergoing normal healing;
- Further observation is appropriate;
- Additional treatment may be clinically appropriate;
- Another healthcare professional should be consulted;
- No further treatment is recommended.

A review appointment does **not automatically mean that a treatment was defective**, nor does it automatically entitle the client to a refund or complimentary treatment.

8. AESTHETIC RESULTS

Aesthetic treatments cannot guarantee a particular result.

Individual responses vary, and treatment outcomes may be influenced by factors including anatomy, skin condition, lifestyle, healing response, previous treatment, medication and compliance with aftercare.

A client being dissatisfied with an aesthetic result does not, by itself, establish that the treatment was performed incorrectly or without reasonable care and skill.

Where TE AMO considers that a concern can reasonably be addressed through an appropriate clinical treatment plan, this will be discussed with the client.

9. ADDITIONAL OR CORRECTIVE TREATMENT

Where appropriate, TE AMO may offer a further treatment, adjustment or other resolution.

Any decision to provide additional or corrective treatment will be made on an individual basis and may depend upon:

- The original treatment;
- The clinical findings;
- The time elapsed since treatment;
- The client's medical history;
- The treatment outcome;
- Whether aftercare instructions were followed;
- Whether another practitioner has subsequently treated the area.

Additional treatment will **not automatically be provided free of charge**.

TE AMO reserves the right to decline further treatment where it is considered clinically inappropriate or unsafe.

10. TREATMENT BY ANOTHER PRACTITIONER

If you receive treatment from another practitioner following treatment at TE AMO, you must inform us.

This includes, but is not limited to:

- Filler;
- Filler dissolving;
- Anti-wrinkle treatment;
- Skin boosters;

- Polynucleotides;
- Microneedling;
- Laser;
- Chemical peels;
- Other injectable or aesthetic procedures.

TE AMO may be unable to accurately assess the original treatment outcome where another practitioner has subsequently intervened.

We cannot accept responsibility for complications, changes or outcomes caused by subsequent treatment provided by another practitioner.

11. REFUNDS & COMPENSATION

A complaint does not automatically entitle a client to a refund, compensation or complimentary treatment.

Where a service has been provided with reasonable care and skill, dissatisfaction with the aesthetic result alone does not automatically create an entitlement to a refund.

However, TE AMO will consider each complaint individually and fairly.

Nothing in this policy excludes or restricts any statutory consumer rights or legal remedies that cannot lawfully be excluded.

12. COMPLAINTS ABOUT STAFF OR SERVICE

Complaints may also relate to:

- Customer service;
- Communication;
- Appointment administration;
- Treatment experience;
- Professional conduct;
- Pricing or payment;
- Premises;
- Other aspects of the service provided.

These complaints will be investigated separately from clinical concerns where appropriate.

13. SOCIAL MEDIA COMPLAINTS

We ask clients to contact TE AMO directly before posting complaints or allegations publicly so that we have a reasonable opportunity to investigate and respond.

We will not discuss confidential client information publicly.

Where a complaint is raised on social media, TE AMO may invite the client to continue the matter privately.

We reserve the right to protect our business and staff against statements that are knowingly false, defamatory, threatening, abusive or unlawful.

This does not prevent clients from leaving genuine reviews or expressing genuine opinions.

14. ABUSIVE OR THREATENING COMMUNICATION

TE AMO AESTHETICS will not tolerate:

- Threats;
- Harassment;
- Bullying;
- Intimidation;
- Aggressive or abusive language;
- Discriminatory behaviour;
- Repeated unwanted contact;
- Threats of reputational damage in exchange for refunds or treatment;
- Threats towards staff.

Where communication becomes abusive or threatening, TE AMO may restrict communication to written correspondence and may decline further non-essential contact.

Nothing in this section prevents a client from making a genuine complaint or exercising their legal rights.

15. OUTCOMES

Following investigation, TE AMO may determine that:

1. The complaint is upheld;

2. The complaint is partially upheld;
3. The complaint is not upheld;
4. Further clinical assessment is required;
5. Further treatment may be appropriate;
6. No further treatment is clinically recommended;
7. Another healthcare professional should be consulted;
8. Another appropriate resolution should be offered.

The outcome will be communicated to the client wherever reasonably possible.

16. FINAL RESPONSE

Once the investigation has been completed, TE AMO will provide a final response explaining the outcome and, where appropriate, any action proposed.

Where a client remains dissatisfied, they may seek independent legal or professional advice or pursue any other rights available to them.

17. CLIENT RESPONSIBILITIES DURING A COMPLAINT

Clients are expected to:

- Provide accurate information;
- Cooperate with reasonable requests for information;
- Attend a review where appropriate;
- Provide photographs where reasonably requested;
- Follow clinical advice;
- Inform TE AMO about subsequent treatment;
- Communicate respectfully;
- Avoid making knowingly false or misleading allegations.

Failure to cooperate may limit TE AMO's ability to investigate the complaint fully.

18. CONFIDENTIALITY & DATA PROTECTION

Complaints will be handled as confidentially as reasonably possible.

Information will only be accessed or shared where necessary for the investigation, treatment, legal obligations, insurance requirements, professional advice, safeguarding or other lawful purposes.

Personal information will be handled in accordance with applicable UK data protection legislation and TE AMO AESTHETICS' Privacy Policy.

19. RECORD KEEPING

TE AMO will maintain appropriate records relating to complaints, including relevant communications, photographs, treatment records and outcomes where necessary.

Records will be retained in accordance with applicable legal, regulatory, insurance and professional requirements.

20. NO WAIVER OF LEGAL RIGHTS

Nothing within this Complaints Policy:

- Excludes statutory consumer rights;
- Prevents a client from seeking independent legal advice;
- Prevents a client from reporting a matter to an appropriate authority;
- Prevents a client from seeking medical attention;
- Excludes liability that cannot lawfully be excluded.

This policy is intended to provide a fair and transparent process for resolving concerns wherever possible.

TE AMO AESTHETICS

We value our clients, take concerns seriously and aim to resolve genuine issues professionally, safely and fairly.

Effective date: 1 September 2026

Last reviewed: 1 September 2026

