

Complaints Policy

Last Updated: 20/06/2026

Our Commitment

Aesthetics by Beth Ltd is committed to providing safe, professional, and high-quality care. We value feedback and take all complaints seriously.

Raising a Complaint

If you are dissatisfied with any aspect of our service or treatment, please contact us as soon as possible so that we can investigate and attempt to resolve the matter promptly.

Complaints can be submitted by:

Email: info@aestheticsbybeth.co.uk

Telephone: 07720233007

Or in writing to the Clinic.

Complaint Handling Process

Upon receiving a complaint, we will:

- Acknowledge receipt within 5 working days.
- Investigate the matter thoroughly and fairly.
- Respond in writing within 20 working days where possible.
- Keep you informed if additional time is required.

Resolution

We will seek to resolve complaints fairly and professionally. This may include an explanation, corrective action, review of procedures, or other appropriate measures.

Escalation

If you remain dissatisfied following our response, you may seek independent advice or contact the relevant professional, regulatory, insurance, or dispute resolution body where appropriate.

Continuous Improvement

All complaints are reviewed to help improve our services, policies, and client experience.