



# HAUS OF SKIN

## Haus of Skin Complaints Management Protocol

### Introduction

Haus of Skin is committed to providing high-quality healthcare services to all our patients. We value your feedback and appreciate you bringing any concerns or complaints to our attention. This protocol outlines our process for handling complaints and ensuring that they are resolved promptly and fairly.

This protocol applies to all complaints related to the services provided by Haus of Skin including:

- Clinical care
- Administrative procedures
- Staff conduct
- Facilities and equipment

### Definitions

- **Complaint:** An expression of dissatisfaction about the services provided by Haus of Skin.
- **Complainer:** The person who makes a complaint.
- **Designated Person:** A senior member of staff appointed to handle complaints.

### Making a Complaint

The person responsible for handling complaints at **Haus of Skin** is **Dr Tasawur Hussain, GP and Director**. You can make a complaint in writing to **complaints@hausofskin.co.uk** by phone **02080585960** or **in person** at the clinic. Please provide as much detail as possible about your complaint, including:

- Your name and contact details
- The date and time of the incident
- A full description of what happened
- The impact of the incident on you



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## Complaint Handling Process

1. **Acknowledgement:** We will acknowledge receipt of your complaint within two working days.
2. **Investigation:** We will investigate your complaint promptly and thoroughly. This may involve interviewing staff, reviewing records, and seeking expert opinion if necessary.
3. **Response:** We will aim to provide you with a full and final response to your complaint within 20 working days. The response will outline our findings, any action taken to address the issue, and an apology if appropriate.
4. **Escalation:** If you are not satisfied with our response, you can escalate your complaint to Healthwatch Westminster,

<https://www.healthwatchwestminster.org.uk/>

Phone: 07985461766 Monday to Friday 9am to 5pm or email;  
info@healthwatchwestminster.org.uk.

Service users can also escalate their complaint to the Care Quality Commission (CQC) the UK Healthcare Regulator who will make a note of the complaint and use it as part of their inspection process. They do not have an active role in dealing with complaints however.

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

**CQC Phone:** 03000 616161 Monday to Friday 8.30am to 5.30pm

## Confidentiality

We will treat your complaint with the utmost confidentiality. Your personal information will not be shared with anyone outside of Haus of Skin without your consent.

## Record Keeping

We will keep a record of all complaints received and the actions taken to resolve them. These records will be kept for a minimum of seven years.

## Feedback



## HAUS OF SKIN

We welcome your feedback on our complaints handling process. Please let us know if you have any suggestions for improvement.

### **Commitment to Continuous Improvement**

We are committed to learning from complaints and using this information to improve our services. We will regularly review our complaints handling process and make changes as necessary.

### **Contact Us**

If you have any questions about our complaints protocol or would like to make a complaint, please contact us at:

**Dr Tasawur Hussain**

**GP and Director**

**Haus of Skin**

**22 Page Street**

**London**

**SW1P 4EN**

**Phone: 02080585960**

**Email: [complaints@hausofskin.co.uk](mailto:complaints@hausofskin.co.uk)**

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