

Complaints Policy — Mark Solomos MD / Bespoke Plastic Surgery

At Bespoke Plastic Surgery, we are committed to providing the highest standard of clinical care and patient experience. We value all feedback and take every concern seriously. This policy explains how we manage complaints in line with the **Care Quality Commission (CQC)** requirements, ensuring all matters are handled **promptly, fairly, and with respect**.

1. How to Raise a Concern

If you have any concerns about your care, treatment, or experience with our team, please let us know as soon as possible so that we can address the issue.

You can contact us directly via:

 **Email:** info@marksolomos.com

 **Phone:** 020 455 32107

You may also raise concerns in person or in writing to a member of the clinical or administrative team, who will ensure your feedback is passed to the appropriate person for review.

2. Acknowledgement

All complaints will be acknowledged within **five working days** of receipt. This acknowledgement confirms that your concern has been received and outlines the next steps in our review process.

3. Investigation and Response

Each complaint is treated as an opportunity to understand what has happened and to identify any improvements that may be needed.

We will:

- Conduct a **thorough and impartial review** of the matter.
- Speak with any relevant staff or clinicians involved.
- Aim to provide a **comprehensive response** within **20 working days** (or keep you updated if more time is required).

Our written response will outline our findings, any actions taken, and the outcome of the investigation.

4. Escalation Options

If you are dissatisfied with the outcome or feel your concerns have not been fully resolved, you may wish to escalate your complaint.

You are entitled to contact the **Care Quality Commission (CQC)** for independent advice or further guidance:

 <https://www.cqc.org.uk/contact-us>

5. Continuous Improvement

Your feedback is extremely valuable to us. All complaints are reviewed during team meetings and quality audits to ensure that lessons are learned and improvements are implemented where needed.

6. Confidentiality

All complaints are handled in the strictest confidence. Information is only shared with staff directly involved in the investigation and resolution process, in accordance with our data protection policies.

If you have any questions about this process or wish to discuss a concern, please contact our team:

 **info@marksolomos.com**

 **020 455 32107**

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