

Customer Service Policy

COMMITMENT TO EXCELLENT CUSTOMER SERVICE STATEMENT

At Laser Skin UK, we are dedicated to delivering exceptional customer service. Our commitment is rooted in maintaining the highest standards of professional excellence to ensure the best outcomes for all our clients. We welcome and value all feedback and see it as a valuable opportunity to continuously enhance and improve our services for our clients. In the unlikely event that your experience is not as anticipated or has fallen short of our expected levels of excellence, we appreciate the opportunity to rectify any grievance for you.

COMPLAINTS PROCESS

HOW LASER SKIN DEAL WITH COMPLAINTS THAT MAY ARISE:

Laser Skin UK prioritises client satisfaction, and the complaints procedure is crafted to address concerns promptly. It applies to all services and products that Laser Skin offers.

At Laser Skin UK, we believe in making it easy for clients to raise concerns or register complaints. Our policy is to welcome complaints as opportunities for learning and improvement, ensuring they are handled appropriately and taken seriously.

The policy is not designed to appoint blame, consider the possibility of negligence or to provide compensation.

Clients can log a complaint in person or in e-mail to info@laser-skin.co.uk.

Once acknowledged Laser Skin require all complaints to be put in writing by e-mail to the Clinical Manager. The client will receive a full response within 21 days of receipt of the complaint or concern. This will enable us to investigate the matter fully.

Any complaints will be dealt with the therapist involved, with the upmost discretion and maintaining confidentiality.

If the complaints cannot be resolved, then the matter will be referred to the director.

The client should be aware of the no refunds policy.

HOW COMPLAINTS ARE ASSESSED:

- Each complaint is assessed impartially.
- We treat all complaints fairly and with respect.
- All personal data is stored confidentially in line with GDPR guidelines.

REFUNDS POLICY

Laser Skin does not offer refunds, unless a course has been paid for and you change your mind in 7 days of purchase and no services have been redeemed.

There is no refund on pre-pays and they are not transferable to other individuals, treatments, or clinic. If you have started a course of treatments, we cannot offer refunds for the remaining sessions.

Individual treatments are not eligible for any refunds.

BOOKING/CANCELLATIONS POLICY

A booking fee of £20 is required for consultation that will be refunded against treatment.

Whilst we are reluctant to charge for any cancellations or 'no show' appointments, it has a detrimental impact on our services and clients.

We require a 48-hour notice period of cancellation. Clients who cancel, or reschedule within 48 hours will forfeit their deposit.

Package deals - Clients with a package will forfeit one treatment for every appointment that is cancelled, rescheduled with 48 hours or no shows.

Please ensure you fully understand the terms of business laid out here, if you have any questions at any time before or during your treatment course, please do not hesitate to discuss with your therapist or email info@laser-skin.co.uk