Age Reversal Therapies Ltd (ART)

Registered Address: Main Street, Sauchen, Inverurie, Aberdeenshire, AB51 7HA
Company Number: SC723766
Clinic Director: Professor Rhoda Mackenzie

POLICY #4

COMPLAINTS HANDLING

Document control	
Revision	Rev 4
Original issue date	2025
Last reviewed	12 November 2026
Review outcome	Reviewed – no changes required
Next review date	November 2027

This document supersedes Policy 4: Complaints (V3) Content updated, reformatted to align with Health Improvement Scotland standards.

1. Purpose

This policy sets out how **Age Reversal Therapies Ltd (ART)** ensures patients can raise concerns or complaints and have them handled fairly, compassionately, and in line with the Health Improvement Scotland (HIS) Standards and the Health and Social Care Standards**.**

The purpose is to:

- Protect and uphold the patient's right to complain.
- Ensure complaints are taken seriously, investigated appropriately, and resolved in a timely manner.
- Use complaints as an opportunity for service improvement and learning.

2. Scope

This policy applies to all ART staff (clinical and non-clinical), contractors, and agency workers.

3. Responsible Party

Clinic Director: Professor Rhoda Mackenzie
Overall responsibility for complaints handling and resolution.

4. Policy Statement

The Patient's Right to Complain

- ART endeavours to treat all patients appropriately, compassionately, and fairly.
- Patients may lodge a complaint verbally, by telephone, by email, or in writing.
    - Telephone: 07980 268037
    - Email: Rhoda@agereversaltherapies.co.uk
    - Writing: Main Street, Sauchen, Inverurie, Aberdeenshire, AB51 7HA
- Complaints policy details are available on request and are displayed in the clinic.

Handling of Complaints

- All complaints will be acknowledged within 3 working days and responded to fully within 20 working days, in line SPSO guidance.
- Professor Rhoda Mackenzie will listen carefully and respond as soon as practicable (noting she may be absent for up to two weeks).
- Where appropriate, a full investigation will be instigated, and the patient may be invited to attend a face-to-face consultation.
- A partial or full refund may be made only in exceptional circumstances.
- Records of all complaints and outcomes will be maintained in line with governance and information management policies.
- Time limit: make your complaint within **6 months** of the event (or of becoming aware of it), and within **12 months** of the event unless there are exceptional circumstances.

Escalation Pathways

- Patients may contact **Healthcare Improvement Scotland**, the regulator for independent healthcare in Scotland, at any stage.
    - Healthcare Improvement Scotland – Independent Healthcare Team
      Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB
      T: 0131 623 4342
- If a patient feels their complaint has not been handled fairly, they may escalate to the **Scottish Public Services Ombudsman (SPSO)**, which is the final stage for complaints.

Scottish Public Services Ombudsman (SPSO)

If you remain dissatisfied after completing our complaints process, you have the right to refer your complaint to the **Scottish Public Services Ombudsman (SPSO)**:

- Website: www.spso.org.uk
- Freephone: 0800 377 7330
- Write: SPSO, Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS

Liability

- ART is not liable for indirect or consequential loss (e.g., loss of profit) arising from treatment.
- Patients must provide full and accurate medical details before each treatment. ART will not be liable for issues arising from failure to disclose.
- Patients must follow all clinical aftercare instructions.
- Nothing in this policy excludes or limits liability for death or personal injury resulting from ART negligence.
- Professor Rhoda Mackenzie holds full medical indemnity insurance for all procedures provided.

5. Monitoring & Reporting

- Complaints will be logged and reviewed at quarterly governance meetings.
- An annual summary of complaints and outcomes will be included in the Governance Report.
- Learning from complaints will be integrated into staff training and quality improvement.

6. Training

- All staff are trained on how to respond to and escalate complaints at induction.
- Refresher training is provided every two years.

7. Review

This policy will be reviewed annually or sooner if:

- Legislation or HIS standards change.
- A significant complaint or inspection requires revision.

8. References

- Health Improvement Scotland Quality Framework

- Health and Social Care Standards (Scotland)
- Scottish Statutory Instrument No. 182 (15)
- GMC, NMC, HCPC Codes of Conduct

Approved by:

Professor Rhoda MacKenzie
Clinic Director
Date: _____