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**Compliments, complaints and concerns**

As an independent provider of healthcare we are regulated by HEALTH IMPROVEMENT SCOTLAND (HIS). HIS aim to improve and maintain the safety of the public when undergoing aesthetic and other medical procedures. If you have any queries or concerns about your care then please contact us and we can deal with them directly through our clinic manager.

Most concerns can be dealt with very simply and we would encourage dialogue. Clinic manager contact details are below. However if this fails to resolve the situation you have the right to ask for our formal complaints policy. A copy of this is filed in the clinic information folder in our waiting room, and we can print you off a copy if you wish. All complaints will be acknowledged and investigated in accordance with our official complaints policy.

In addition feedback, both positive and constructive criticism is welcomed. This can be done via our Facebook reviews page, or anonymously by filling in our feedback forms (in the waiting room) and posting them in the box (also located in the waiting room).

Manager

Dr Domenic Di Rollo

Bellissimo Clinic

Lower ground floor

4 Woodside Terrace

Park district

Glasgow

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E: domenicdirollo@doctors.org.uk

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If you have further concerns you can also contact HIS using the details below.

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square | 1 South Gyle Crescent | Edinburgh | EH12 9EB

T: 0131 623 4342

E: [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)