



## How to make a complaint

If you have any complaints or concerns about any treatment or service you have received from us at Enhance Cosmetic Solutions Ltd, please speak to Roz Lee, our business owner. Roz takes great pride in ensuring that all our clients have a positive experience at our clinic, and she will do her best to resolve the issue and offer you further advice on our complaints procedure.

If your complaint cannot be resolved and you wish to make a formal complaint, please put your complaint in writing so that we can review and investigate the issue in line with our policy. Our address is Studio 2 Oak Barn Close, Cranfield, Bedfordshire, MK43 0TW. We promise to respond within 48 hours and try to resolve the issue as quickly as possible.

If you still want to pursue the complaint further, contact CRS (Cosmetic Redress Scheme). They can be reached by phone at 0345 362 3123, email at [info@cosmeticredress.co.uk](mailto:info@cosmeticredress.co.uk) or by visiting Cosmetic Redress Scheme, Lumiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD61JH

We take all complaints seriously and value your feedback. We aim to ensure all our clients have a positive experience at Enhance Cosmetic Solutions Ltd.