Complaint Outcome Summary

Name of Service: Unico Clinics (Glasgow)
Date: 5 October 2022
Complaint Case Number: CAS-01346-T8F4Q9

1. Complaint Overview

We received a complaint about the following:

a) The service did not follow its standard operating procedures for treating someone with tattoos having laser hair removal.

b) The service did not follow its consent process. In particular, there was no recap on risks and benefits and no consent prior to treatments.

c) The service did not follow its complaints process. In particular, the complainant was unable to contact manager to complain and the complaint details on website are out of date.

2. Complaint Conclusion:

After investigating the patient’s concerns we upheld issue A & B of the complaint.

3. Complaint Requirements and Recommendations:

Requirement 1

The service must develop a standard operating procedure on how to treat tattooed patients for laser hair removal.

The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011. Regulation 3(d) 5
Recommendation (a)

The service should ensure that decisions made by the practitioner or precautions/actions taken by the practitioner to protect a patient’s tattoo when undertaking laser hair removal are documented in the patient care record.

Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11

Recommendation (b)

The service should ensure that patient consent be obtained before carrying out any treatment and consent should be documented in the patient care record.

Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11

Recommendation (c)

The service should ensure that prior to treatment patients are given written information on treatment risks and benefits. Provision of this written information should be documented in the patient care record.

Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11

Recommendation (d)

The service should ensure that the complaints policy is up to date and the complaints process is readily available in the clinic.

Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11