## Complaint Outcome Summary

<table>
<thead>
<tr>
<th>Name of Service:</th>
<th>Unico Clinic (Glasgow)</th>
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</thead>
<tbody>
<tr>
<td>Date:</td>
<td>09/05/22</td>
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<tr>
<td>Complaint Case Number:</td>
<td>CAS-01328-F4R3Y0</td>
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</tbody>
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### 1. Complaint Overview

We received a complaint about the following:

a) Written information for patients before they commence treatment, which includes risks and benefits and side effects.

b) Aftercare information given to patients

### 2. Complaint Conclusion:

After investigating the patient’s concerns we upheld their complaint.

### 3. Complaint Requirements and Recommendations:

**Recommendation (a)**
The service should ensure that pre and post treatment information is provided to all patients. The provision of this information should be documented in the patient health care record.

**Recommendation (b)**
The service should ensure that their complaints policy is up to date and the complaints process is readily available in the clinic.