



FTS International

Facial Therapy Specialists International Committee
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Complaint

Facial Therapy Specialists International strives to be excellent in all that we do but we recognise that this cannot always be the case. When we make a mistake, we want and need to be informed. We will use the information to endeavor to put things right and to help us to become more effective

The following complaints policy and procedure sets out how we will approach any complaints made about us.

Complaints Policy

A complaint can be made by any individual or organisation who wishes to report dissatisfaction with the standards of service, actions or lack of action by FTSI or its staff, volunteers or anybody directly involved in the delivery of our work.

We aim to resolve complaints within 14 days. Where this is not possible the complainant will receive an update within 14 days on progress made to date and when they can expect to receive the outcome.

Complainants who have launched a complaint and who are unsatisfied with FTSI's response to that complaint have the right to appeal. The appeals process is described in the procedure below.

Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

We will log and monitor all serious complaints and results of such complaints, and this information will be brought, regularly, to the attention of the executive committee and