

# Our non-surgical patient charter

Save face, as part of our accreditation process, undertakes to ensure the providers accredited by us meet the terms of our Patient Charter. If you feel the provider has failed to comply with this charter, you may contact SaveFace for us to review their accreditation and take any necessary action.

## Know your rights...



### The person treating you

- ✔ Is who they say they are
- ✔ The qualifications they claim are genuine and relevant
- ✔ The training they have received is appropriate
- ✔ Is insured
- ✔ Is registered with a statutory body
- ✔ Undertakes regular training updates



### The environment

- ✔ Complies with Health and Safety Legislation
- ✔ Is clean
- ✔ Has the necessary equipment and facilities to provide the treatments safely



### The products and equipment used

- ✔ Are genuine
- ✔ Are appropriately licensed
- ✔ Are evidence based
- ✔ Are sourced from legitimate suppliers
- ✔ Are appropriately stored and maintained

\*If prescription only medicines are used, you must be seen and assessed by a doctor, dentist or nurse qualified to prescribe



## Information

### On the website

- Is compliant with advertising standards [www.asa.org](http://www.asa.org)

### At consultation

- The consultation should be with the practitioner performing the treatment

### You will be asked to provide the following information

- Your contact details
- Your medical history
- Information about your lifestyle

### Your needs and expectations

- The service provider will be compliant with data protection legislation and registered with The Information Commissioners Office

### Prior to proceeding with any treatment you must be satisfied you understand;

- What the treatment product is
- How it works
- The treatment process
- Any risks or side effects
- The results you may expect and in what time frame
- How long the results should last
- Follow up treatment or treatment course advice
- Aftercare advice
- Alternative treatments you may consider

### The cost and payment terms

- Written information should be available for you to take away
- You should be given time to assimilate the information provided and have any questions answered to your satisfaction
- There must be no obligation to proceed with treatment following consultation



## Raising Concerns

### The provider will have a written complaints policy

- If you have any concerns, questions, problems or complaints
- In the first instance you should contact the provider and make an appointment to be seen if appropriate

### Discuss your complaint with the provider

- If you are not satisfied, having been seen and discussed your concerns your provider will have a complaints policy which you must follow
- Having followed the provider complaints policy, you may also contact Save Face directly for further advice and to report any concerns you have regarding the provider for us to act upon



## Be Safe

- Do not proceed with treatment if you do not feel comfortable with the practitioner
- Do not proceed with treatment if you do not fully understand the information you are given
- Take the necessary time to make your decisions
- Ask the practitioner to show you the product in its unopened package prior to treatment
- Make a note of the practitioners name and product used for future reference
- Ask for copies of before and after photographs for your reference
- Do not have treatment in your home, at 'parties' or exhibitions or in environments that are clearly not clean or appropriate
- Be aware that if you choose to use a service not registered with SaveFace, you are relying entirely on your own instinct and trust and may have no recourse, should things go wrong



## The Sign of Safe Non-Surgical Cosmetic Treatments

