

Case Summary

Poor aftercare service

Case Details



- The customer visited the clinic to discuss concerns over skin pigmentation issues to see if there were any suitable treatments. The customer was informed that a self-applied skincare product would be perfect for the condition, but that a skin peeling technique was required prior to this, in order for it to work properly. The customer paid for this and the follow up product and was informed that following the procedure, they needed to see her after two weeks and one month thereafter. They stated that they would contact her to schedule the appointment.
- Following the treatment she received no follow-up call to arrange an appointment. In addition, the customer states that she was given the wrong instructions on how to use the product she was sold to self-administer and was misinformed about which neutralising fluid to use following the acid treatment. She maintains that this could have caused serious harm.
- When she visited the surgery to see why the follow-up had not occurred, she was merely provided with an apology.

Why we can help you in cases like these:

1. It involves failure to provide the agreed service.
2. Misleading information about the product sold to customer.