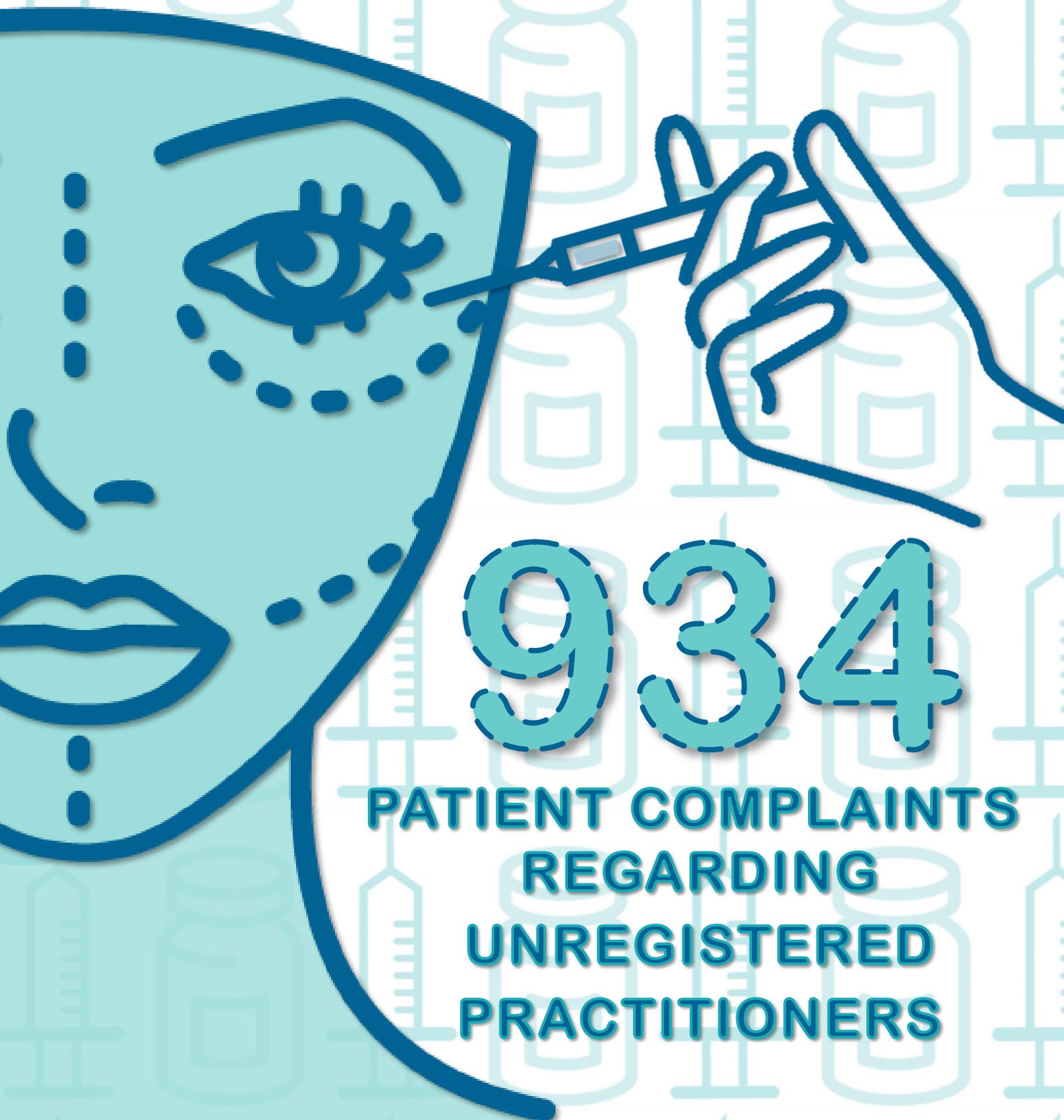


CONSUMER COMPLAINTS AUDIT REPORT 2017-18



934

PATIENT COMPLAINTS
REGARDING
UNREGISTERED
PRACTITIONERS

Number of Complaints By Procedure



DERMAL FILLERS

616

BOTOX

224

LASER & IPL

42

THREAD LIFTS

26

CHEMICAL PEELS

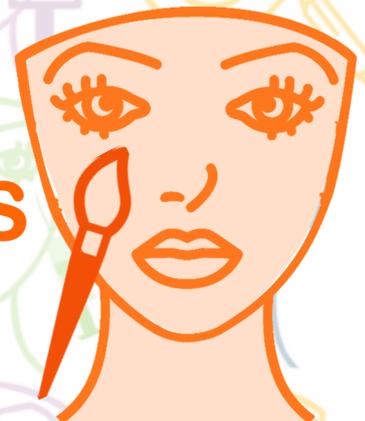
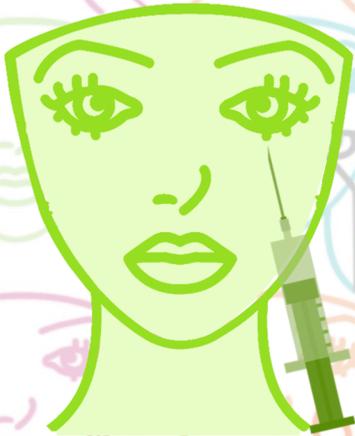
11

DERMAROLLER

8

PLASMA

7



616 Dermal Filler Related Complaints



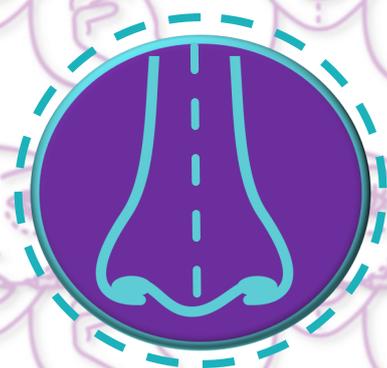
TEAR
13%



CHEEK
FILLERS
9%

NON-SURGICAL
NOSE JOB

6%



LIP FILLERS
72%

Dermal Filler Treatment Outcomes



213
SWELLING &
BRUISING

156

LUMPS &
NODULES



122
FELT THEY
LOOKED WORSE



89 UNEVEN
RESULT



6

27
INFECTION 

VASCULAR OCCLUSION OR
IMPENDING NECROSIS

224

Botulinum Toxin (Botox) Related Complaints



76%

DID NOT KNOW
BOTOX WAS A
PRESCRIPTION
ONLY MEDICINE



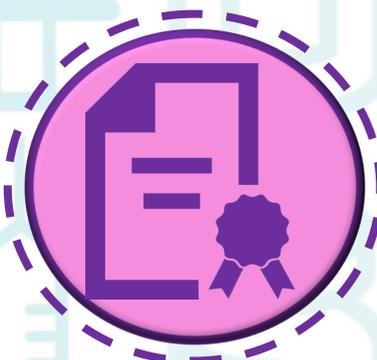
11%

OF TREATMENTS
TOOK PLACE AT A
BOTOX PARTY



68%

DID NOT HAVE A
FACE TO FACE
CONSULTATION
WITH A PRESCRIBER



37%

DIDN'T KNOW THE
QUALIFICATIONS
OF THEIR
PRACTITIONER



- 86 BRUISING & SWELING
- 57 ASYMETRICAL RESULTS
- 38 SAW NO RESULT
- 23 DROOPING OF EYEBROW/ EYELID
- 16 FELT THEY LOOKED TOO FROZEN
- 4 BLURRED VISION

Complication Treatment



226

WERE IGNORED BY THE PERSON WHO TREATED THEM

387

HAD CORRECTIVE PROCEDURES BY OTHER PRACTITIONERS



27

WENT TO THEIR GP

11

WENT TO A&E



About The Practitioner



83%

OF TREATMENTS WERE CARRIED OUT BY BEAUTICIANS, HAIRDRESSERS & LAYPEOPLE



31%

OF PATIENTS DIDN'T KNOW WHAT QUALIFICATIONS OR TRAINING THEIR PRACTITIONER HAD UNDERTAKEN.

8

PRACTITIONERS WERE MASQUERADING AS HEALTHCARE PROFESSIONALS



How Patients Found Their Practitioner



62%
SOCIAL MEDIA

18%
VOUCHER WEBSITES



11%
INTERNET

9%
WORD OF MOUTH



Why Patients Chose Their Practitioner



64%

BASED ON PRICE,
CHEAP DEALS AND
OFFERS

27%

BASED ON SOCIAL
MEDIA FOLLOWERS
& TREATMENT
IMAGES



9%

BASED ON
CELEBRITY
AFFILIATIONS AND
ENDORSEMENTS

Treatment Environments



DOMESTIC SETTING

33%



BEAUTY SALON

26%

MOBILE PRACTITIONER

17%



TREATMENT PARTY

11%

HAIR SALON

9%



TRAINING VENUES & CONFERENCES

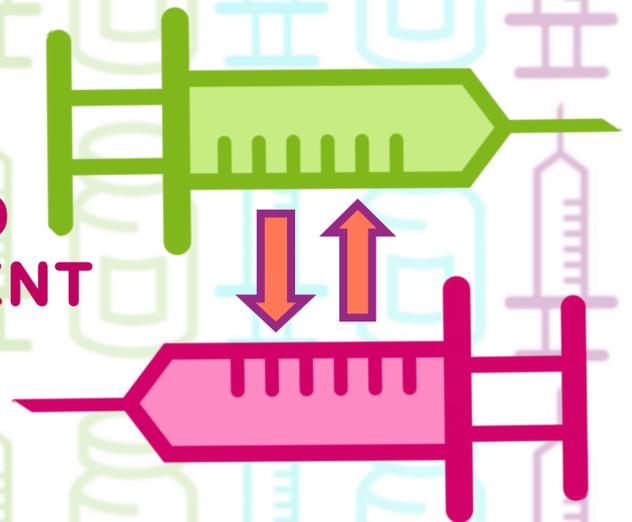
4%

About the Product



84% OF PATIENTS DIDN'T KNOW WHAT PRODUCTS WERE USED AND HOW THEY WERE SOURCED

5% OF PATIENTS WERE INJECTED WITH A DIFFERENT PRODUCT TO WHAT THEY HAD PAID FOR



30%

OF PRACTITIONERS INVESTIGATED WERE BELIEVED TO BE IMPORTING PRODUCTS VIA THE INTERNET

Patient Profile



GENDER

7%
MALE

93%
FEMALE

AGE



18-25



26-35

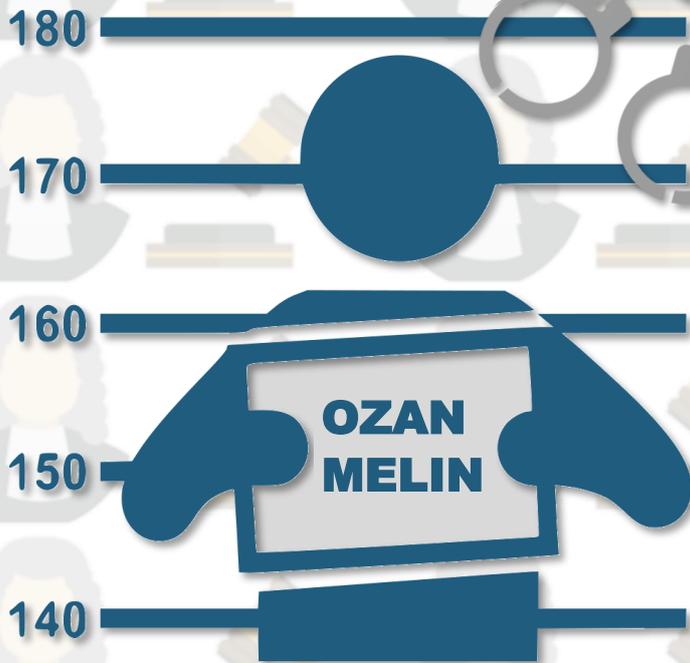


36-45



46-60

Complaint Outcomes



1 LANDMARK CONVICTION

ASSISTED DORSET POLICE TO SECURE A 4 YEAR PRISON SENTENCE FOR BOGUS DOCTOR OZAN MELIN WHO CAUSED 3 WOMEN TO SUFFER AN ANAPHYLACTIC SHOCK AFTER INJECTING THEM WITH COUNTERFEIT BOTOX



SAVE FACE HAVE BEEN INSTRUMENTAL IN HELPING THE CASE



DS KAREN PENN, DORSET POLICE



94

REFUNDS



27

INSURANCE CLAIMS



19

LEGAL CASES

Unresolvable Complaints



TREATMENTS CARRIED OUT BY LAYPEOPLE OR UNACCOUNTABLE PRACTITIONERS OFTEN MEANS THERE IS NO REDRESS FOR PATIENTS WHEN THINGS GO WRONG



OFTEN UNINSURED



OFTEN UNTRACEABLE



NOT ACCOUNTABLE TO A STATUTORY REGISTER

CONSUMER COMPLAINTS AUDIT REPORT 2017-18



FOR MORE
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