

A large, stylized white silhouette of a human face in profile, facing right, set against a solid blue background. The silhouette is composed of several overlapping, wavy shapes that define the forehead, nose, lips, and chin.

Save Face

Equality, Diversity and Inclusion Statement

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At Save Face, we are committed to fostering an inclusive environment that values diversity and promotes equality for all. Our mission to connect the public with safe, qualified, and accountable aesthetic practitioners relies on fairness, transparency, and the equitable treatment of both the public we serve and the practitioners we accredit.

Our Commitment

We believe that safety and excellence in aesthetics have no barriers. We are dedicated to creating an environment where every individual, whether a patient or a practitioner, is treated with dignity and respect. We actively strive to eliminate discrimination and promote equal opportunity in all aspects of our operations.

Legal Responsibilities

Save Face operates in full compliance with the **Equality Act 2010**. We take our legal obligations seriously and are committed to ensuring that no person is treated less favourably because of protected characteristics, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Application of EDI Principles

1. Registration and Accreditation Processes

Our accreditation process is designed to be rigorous, evidence-based, and objective. We ensure that:

- Accreditation criteria are applied consistently to all practitioners, focusing solely on safety, training, qualifications, and clinical standards.
- The assessment process is free from bias, ensuring that all practitioners, regardless of their background, have an equal opportunity to demonstrate their commitment to patient safety.
- We regularly review our internal processes to identify and remove any unintended barriers to registration.

2. Complaints and Mediation Processes

Our role as a mediator between the public and practitioners demands complete neutrality. We ensure that:

- Every complaint is handled with objectivity, focusing on the facts of the case and the safety standards in question.
- Our complaint-handling procedures are accessible to all, providing equal support and guidance to consumers regardless of their personal circumstances.
- Decisions regarding complaints are driven by evidence and regulatory safety standards, protecting the public while ensuring practitioners are treated fairly and without prejudice.

Raising a Concern Regarding Unfairness or Discrimination

We are committed to continuous improvement. If you believe you have experienced unfair treatment or discrimination related to our processes, we want to hear from you.

To raise a concern:

1. **Written Notification:** Please submit your concern in writing to our dedicated EDI compliance team at info@saveface.co.uk.
2. **Detail Provided:** To help us investigate effectively, please include a clear description of the incident, the date, and any individuals involved, along with your contact information.
3. **Investigation:** All reports of discrimination or unfair treatment are treated with the utmost seriousness. An internal review will be conducted to establish the facts, and we will communicate the outcome and any remedial actions taken to you promptly.

We are dedicated to maintaining the trust of the public and the profession by upholding these principles in everything we do.