

How to make a complaint

Should you wish to make a complaint, we would like to make this process easier for you. Please ask a member of our team to show you our complaints policy. If you are unhappy about any treatment you have received or any other service, please speak to any member of our team.

If they cannot resolve your issue, please ask to speak to Liv, our clinic manager, who will try to rectify the problem and offer you further advice on our complaint procedure.

If your complaint cannot be resolved, and you wish to make a formal complaint, please put this in writing so we can review the complaint and investigate it in line with our policy.

Our contact information

Email: info@vanitylablondon.co.uk

Telephone: 020 8658 2984

Address: 257 Croydon road, Beckenham BR3 3PS

We promise to respond within 48 hours and to try to resolve the issue.

Cosmetic Redress

Email: info@cosmeticredress.co.uk

Telephone: 020 3907 1853

vanity lab london reg no: CRS001101

vanity lab london