

**EASY TO READ PUBLIC
GUIDANCE TO THE JCCP
FITNESS TO PRACTICE
AND COMPLAINTS
POLICY**

Introduction

We are the Joint Council for Cosmetic Practitioners and we make sure that our Registrant Practitioners work safely to protect members of the public they treat.

We have rules about how our Registrant Practitioners should behave.

This guide will help you if you are unhappy with your JCCP Registered Practitioner.

You can access our Fitness to Practice Procedure Guidelines [here](#).

Help if you are unhappy with your Cosmetic Practitioner

If you are unhappy with your Cosmetic Practitioner, you should speak to someone about it.

You won't get into trouble or be treated badly if you tell us that you are unhappy with one of our Registrant Practitioners.

In this guide, we explain what you should tell us about and who else can help.

When to tell us you are unhappy

You can tell us you are unhappy with your Registrant Practitioner at any time.

You can tell us that you are unhappy with how a Registrant Practitioner is treating you or someone else.

How to tell us

The easiest and quickest way to tell us you are unhappy is by filling out the online form here:

<https://www.jccp.org.uk/ThePublic/raising-a-concern>

What we do if you tell us you are unhappy

When you have told us you are unhappy with a JCCP Registrant Practitioner, we will decide whether it is something that we can investigate.

An investigation is when we look into something. If we can investigate, we will give you the details of a member of our staff who will help you and explain what happens next.

What we can investigate

We usually only investigate where a JCCP Registrant Practitioner:

- has made a serious mistake, or made the same mistake more than once
- does not behave properly towards you
- has been aggressive in their manner towards you, or behaved wrongly in a sexual way towards someone
- has done something that is against the law
- is treating people differently because of their age, race, religion, gender, sex or sexuality
- has lied or deliberately misled you
- is too ill to work properly

What can help if we can't?

It is best to start by talking to the people who were involved with your care or treatment raise your concerns directly with them in accordance with their local complaints procedure.

If this doesn't help or if you don't want to deal with it in this way, you could speak to your Local Authorities Trading Standards Team or to your local Environmental Health Team. If the practitioner is registered doctor, dentist or nurse etc. You can make a direct referral to the practitioner's professional regulator (such as the General Medical Council, the General Dental Council and the Nursing and Midwifery Council etc).

