

In the matter of the Institute of Trichologists' Code of Professional Practice and Ethics ("the Code")

and

The consideration of an allegation by the Institute of Trichologists Registration Council (RC)

NOTICE OF COMPLAINT BY THE REGISTRATION COUNCIL OF THE INSTITUTE OF TRICHOLOGISTS

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| Date of Complaint Submission | 18 th October 2023 |
| Complaint Reference | EH101123 |
| Registrant referred as | Clinical Trichologist (CT) |
| Complainant referred as | Complainant |

On 1 December 2023 a panel of Registration Council members ("the RC") of the Institute of Trichologists considered a complaint submitted against a registrant of the Institute of Trichologists, referred to it by the Independent Ethics Council ("the IEC") in accordance with Institute of Trichologists' complaints process.

COMPLAINT OVERVIEW

A complaint submitted to the Institute of Trichologists against a registrant was initially reviewed by a panel of the Independent Ethics Council, the outcome being in agreement that the complaint was valid and should be investigated further as it relates to the service received by the Complainant, specifically;

- That the service did not adhere to the professional standard that the Complainant should reasonably expect to receive from a Registrant of the Institute
- That some of the advice given could be considered to be alarmist and overstepped the normal remit of a Trichologist
- That the Complainant's attempts to pursue the matter further with the service provider were dismissed without appropriate care or resolution.

The IEC referred the complaint to the Registration Council for further investigation to obtain a clear understanding of both party's position in this complaint.

DECISION

The RC reviewed the complaint, and, in this instance, did not find the allegations to have met the threshold for such investigation for the following reasons:

- The CT tried to be as thorough as possible such as giving healthy recommendations - all of this is reasonable advice.
- A trichology consultation comes with a price because this takes time for the CT to get to know a patient, examine them, and give them advice which is based on their knowledge. It is not within the remit of this RC to award refunds or compensation.
- The CT correctly offered other trichologists for a second opinion who were not known to them.

The council did note that the CT's response to several emails was hurried and at times rude with a somewhat inappropriate mention of a condition they may not have been qualified to diagnose. The RC are not investigating this case and are mindful of not having the perspective of the CT in question.

FURTHER COMMENTS

The RC would recommend that the complainant approach the CT in question for a refund directly if you were not happy with their services and sought compensation.

Signed:

Dated: 30 November 2023

The Registration Council
The Institute of Trichologists