

In the matter of the Institute of Trichologists' Register of Practicing Trichologists

NOTICE OF COMPLAINT THE INSTITUTE OF TRICHOLOGISTS

Date of Complaint Submission	30 th January 2024
Complaint Reference	IR010124
Individual the complaint was raised against referred as	Defendant / Individual
Complainant referred as	Complainant

COMPLAINT OVERVIEW

A complaint was submitted to the Institute of Trichologists against two individuals who are not currently on the register or students of the Institute of Trichologists. The individuals were claiming the following on their websites and social media channels:

- To be a **“certified hair loss practitioner studying with London’s Institute of Trichology”**
- To have **“passed exams with The London Institute of Trichology”**

Both individuals have previously passed the Institute’s 6 month foundation level course, which is an introduction to Trichology. Completion of the foundation level alone does not qualify students as a consultant Trichologist and students are encouraged to progress onto the two-year course in order to complete the full level five program and to become a practicing Trichologist. Individuals cannot become registrants of the IOT until completion of the full level five program.

ACTIONS TAKEN

The individual was contacted and informed that the description of themselves had been brought to our attention. The individual was requested to remove the aforementioned comments from their website and social media channels, with immediate effect.

OUTCOME

The individuals subsequently revised the phraseology on their websites and social media channels to the following:

- A **“certified hair loss practitioner, and has studied and passed Foundation exams with London’s Institute of Trichologists**

FURTHER COMMENTS

Periodic checks will be carried out at 3 months, 6 months and 12 months to ensure this remains the case.

Signed:

Dated: 12 February 2024

The Institute of Trichologists

The Institute of Trichologists