

The Institute of Trichologists

10 Harley Street, London, W1G 9PF

admin@trichologists.org.uk |

www.trichologists.org.uk

President Dr Sharon Wong BSc (Hons), MBBS (Distinct), MRCP.
MRCP (UK) DERM

Vice President Dr Claire Higgins

President Emeritus Professor Andrew Messenger MBBS MD

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

NOTICE OF COMPLAINT THE INSTITUTE OF TRICHOLOGISTS

Date of Complaint Submission	27 th June 2025
Complaint Reference	BA010625
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 an individual who is not currently on the register of the Institute of Trichologists, regarding lack of treatment results, services carried out, and lack of communications from the individual.

OUTCOME

The complainant was informed that unfortunately, there are some practitioners who operate outside of our current registration, and that those who are not registered with IOT are currently outside of our governance.

The complainant was also given the following links should they wish to pursue their concerns further by contacting the following organisations:

The Advertising Standards Authority https://www.asa.org.uk/make-a-complaint.html?gad_source=1&gclid=Cj0KCQjwncWvBhD_ARIsAEb2HW_t6u_4bwFsJw6Z3YpoepzoZalTYNMmLJ-sgNMnFGH9WmqvylRrt8MaAp8qEALw_wcB

Citizens Advice https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/?gad_source=1&gclid=Cj0KCQjwncWvBhD_ARIsAEb2HW9pC_T1l4Q--dHf2KbPP7r6uWqHZicCBwrERUuDPN09TWcd4SU_APkaAtZIEALw_wcB

Signed:

Dated: 27th June 2025

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Harley Street Founded 1902