

The Institute of Trichologists

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President Dr Sharon Wong BSc (Hons), MBBS (Distinct), MRCP.
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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	11 th October 2024
Complaint Reference	CD021024
Individual the complaint was raised against referred as	Registered Trichologist (RT)
Complainant referred as	Complainant

COMPLAINT OVERVIEW

A complaint was submitted to the Institute of Trichologists against a registered trichologist (RT) regarding concerns over the standard of service received during consultation, and the general demeanour and vagueness of the registered trichologist (RT).

OUTCOME

The complaint was investigated by two members of the Institute of Trichologists Investigation Committee, who initially contacted both the complainant and the registered trichologist (TR) to request further information and comment, in order to conduct the investigation.

It was found that advice given both during the consultation and subsequent follow up with the complainant fell short of the standards expected of a registered Trichologist, and the complaint was upheld as a result.

The registered trichologist (RT) was offered assistance and oversight in communication and diagnosis skills.

Signed:

Dated: 19th November 2024

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