

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	29 th December 2025
Complaint Reference	KZ010126
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 an suspected incorrect and inconsistent diagnosis. The complainant received a conflicting diagnosis from different healthcare provider following the initial diagnosis from the registered trichologist (RT).

OUTCOME

The complainant was contacted by the IOT's investigation committee to obtain further information on the complaint, in order to proceed with the investigation. In the first instance, the complainant was asked to provide a copy of the correspondence with the practitioner who gave the conflicting diagnosis, and was informed that the registered trichologist (RT) would be contacted for comments on the complaint.

The complainant subsequently requested that the complaint be closed.

The complaint was closed 21st January 2026.

Signed:

Dated: 21st January 2026

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