

## Aftercare - Laser Hair Removal

Your treatment was performed using a:  
Candela GentleLase or Lynton Excelight IPL.

Multiple treatments at 4-6 week intervals are required to achieve the desired outcome.

Do not wax, bleach or tweezer hair in between treatments as this reverses results.

Avoid sun bathing, tanning salons and self-tan products on the treatment area 4-6 weeks before treatment. Tanned skin cannot be treated as it increases the risk of burns and hypopigmentation (white spots).

Recovery instructions:

Immediately after treatment the treated area will feel warm, look red and maybe sensitive to touch. This will resolve in 24 hours. Apply Aloe Vera gel to soothe the skin as recommended by your practitioner.

Post treatment you should avoid for 48 hours:

- Swimming pools / spas / saunas.
- Skin sensitisers on the treated area - such as perfume, alcohol / acid based skincare and jewellery that may rub.

You should avoid direct sunlight on the treated area for 4-6 weeks post treatment.

To reduce the risk of hyperpigmentation (dark spots) always protect the area being treated with SPF50 throughout the course.

Common side affects:

- Redness up to 24 hours.
- Treated hair will drop out gradually over 2-20 days. Do not attempt to pull it out.

Adverse reaction awareness:

- Blisters.
- Bleeding.

### Patch tests

If you have not had a treatment for six months you will need to have another patch test to comply with regulation and safety.

### Review procedure

You should schedule a complimentary review six weeks after your last treatment.

# Patient support

## Adverse reaction

If you believe you are having an adverse reaction to your treatment, which is outside of the listed common side effects, then please:

- During opening hours [call us](#) immediately.
- Out of hours visit your local hospital's A&E and inform us by email.

If you are able – please document your concern with photographs and email them to us. If our staff tell you to attend the clinic for a physical assessment then you must do so and provision will be made to see you quickly.

## Complaints procedure

Everyone expects a positive experience and a good treatment outcome. However, the practice of aesthetic medicine is not an exact science as every individual responds differently to the same treatment. You may require an adjustment or for certain treatment types a reversal. Some treatments can not be adjusted

or reversed. If you are dissatisfied with the service you have received you can read our complaints procedure and submit a complaint at: [www.faceandbody.co.uk/complaints](http://www.faceandbody.co.uk/complaints)

## Consumer redress schemes

If you feel that we have not addressed your concerns through our complaints procedure then you may seek complaint resolution for:

- Customer service at the Cosmetic Redress Scheme: [www.cosmeticredress.co.uk](http://www.cosmeticredress.co.uk)
- Treatment outcomes through Health Improvement Scotland at: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

## Request for medical records

You may request a copy of your medical records, which incurs a £25 administration charge. You will need to attend a meeting with the Clinical Director to sign for the documents.

T 0131 226 9610  
E [enquiries@faceandbody.co.uk](mailto:enquiries@faceandbody.co.uk)  
32 Alva Street, Edinburgh EH2 4PY  
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