

	2021	2022	2023	2024	2025	2026	description of complaint/action
No. of complaints received	0	0	0	1	2	2	Not doing skin tests for brow tints (2024) Alleged provision of liquid BBL - decided not to offer this treatment after discussions (2025) Alleged burn from numbing cream - no evidence to prove either way. Advice given. (2025) Incorrect disposal of waste from aesthetics company - advice given (2026) Alleged use of chalkboard pen to mark injection sites - advice given (2026)
No. of inspections/visits	0	0	0	1	2	2	Visits made to investigate complaints as above
No. of cases of alleged injury	0	0	0	0	0	1	Alleged burn from numbing cream - no evidence (customer wanting refund)
No. and type of enforcement action	0	0	0	0	0	0	Advice given in all cases.