



13 February 2018

## MEDIA RELEASE

### *What price beauty?*

Unsafe and illegal cosmetic procedures are being performed at some cosmetic and beauty clinics by unregistered and unqualified health practitioners. There can be adverse outcomes from these cosmetic health services that dramatically impact the lives of the people undergoing treatments.

The Committee on the Health Care Complaints Commission will be examining the handling of complaints about cosmetic health service providers in NSW in a new inquiry announced today.

“The demand for cosmetic services is increasing and we want to ensure people are protected from providers who cause harm or engage in activities that do not comply with health regulations,” said Adam Crouch MP, Committee Chair.

“People need to be careful when deciding to have a cosmetic procedure. They need to be confident that the places where procedures are performed are appropriate and suitable and that the practitioners are qualified. They also need to know they can make a complaint if they feel things have gone wrong.”

The Committee will be looking closely at the regulatory framework for complaints about cosmetic health services to identify any possible improvements to the system.

The inquiry will examine the powers and functions of the Commission to deal with complaints about cosmetic surgery and other services. The Committee will look at whether the public is adequately aware that they can complain to the Commission about poor quality cosmetic health services.

“We will look at how complaints about cosmetic health services are dealt with in New South Wales and in other states. We will also look at how government and other organisations can work together to assist people with complaints about cosmetic health services.”

Further information, including the inquiry’s terms of reference and how to make a submission, is on the Committee’s webpage at [www.parliament.nsw.gov.au/healthcarecomplaints](http://www.parliament.nsw.gov.au/healthcarecomplaints).

The closing date for submissions is **Friday 6 April 2018**.

**MEDIA: Adam Crouch MP, Committee Chair – (02) 4365 1906**