



When to Contact Us / When to Seek Medical Help

Draft. Not yet approved by the studio's qualified practitioner. Do not issue to clients.

Most tattoos and piercings heal without problems. Knowing who to contact makes everything simpler.

Contact the studio when

- You are unsure whether what you are seeing is normal healing.
- Your dressing has come off early or you have lost your aftercare instructions.
- Jewellery feels wrong, is too tight, has embedded or needs downsizing.
- You have questions about touch-ups, healed photos or your next session.
- You are unhappy with your experience. See our Complaints and Feedback guide.

Seek medical help when

Important: Spreading redness, swelling that is getting worse, heat, increasing pain, pus, red streaks, a bad smell, fever, chills or feeling unwell can be signs of infection. Contact your GP or NHS 111. Go to A&E or call 999 if you are seriously unwell, have difficulty breathing or swallowing (especially after an oral piercing), or have an allergic reaction with swelling of the face, lips or throat.

We are a tattoo and piercing studio, not a clinic. We cannot diagnose, prescribe or treat infections. Telling us helps us look after you and improve our care, but please contact a health professional first if you are worried.

If you see a doctor or nurse

- Tell them you had a tattoo or piercing, when you had it and what you have been doing to look after it.
- Do not remove piercing jewellery for a suspected infection unless a clinician tells you to.
- Please let us know afterwards if you are happy to. It helps us look after other clients.

Useful contacts

- Rebellious Ink: thedesk@rebelliousink.tattoo.
- NHS 111 (phone or 111.nhs.uk) for urgent advice that is not an emergency.
- Your GP surgery.
- 999 or A&E in an emergency.

Questions? Email thedesk@rebelliousink.tattoo. For anything medical, contact NHS 111 or your GP. In an emergency, call 999.