

ML/GAO

15 September 2017

FAO: Mr Amran Ali  
Health and Safety Officer  
Public Realm

Email: ir  
Web: v



Fax:

Email

.uk

Dear Mr Ali

**Na GAO – Gao Medical Healthcare, 27 Skylines Village, London E14 9TS**

Further to your letter dated 30 August 2017 to the above named, Ms Gao has instructed ourselves to write to you in relation to the issues raised in your above-mentioned letter.

Ms Gao has been running her above-mentioned business for some 5 years. Gao Medical Healthcare offers health and beauty services to its customers. Please refer to the website of the business in relation to the types of healthcare services the business provides; namely, Cupping Therapy, Swedish, Deep Tissue and Sports massages, Slimming treatments, Facial treatments, cellulite treatments, Neck and Back pain treatments, Laser Hair Removal as well as Aromatherapy.

On a daily basis, Ms Gao is usually assisted by two members of staff. They are not the same members of staff every day as they rotate and they are all paid cash in hand daily. They are paid by the hours of massages they have provided to customers and are paid £15 per hour. Customers who wish to have massages would pay for the time they wish their length of massages to be which is a fixed hourly fee. The customers would have to prepay for their massaging service before the service begins.

Ms Gao also mentioned that should there be on occasions when there are too many customers wishing to have messaging services, Ms Gao would also step in

This firm is authorised and regulated by the Solicitors Regulation Authority under SRA Number: 470972

Principals: Simone Meerabux, Mory Lam Consultant Barrister: Ronald Bostwick

Consultant Solicitors: Shaffiq Amin, Darren Cousins, Nell Dougal, James Liasis, Wendy Orlebar

Senior Manag

Company Registration ?

This firm

Lam & Meerabux Solicitors Ltd

Emergency/out of office ho



to assist.; otherwise, Ms Gao would normally only deal with beauty and slimming side of the services which her practice also provides.

The staff who provide the massaging services would sometimes be provided a "tip" by their customers if they are satisfied with their services.

Ms Gao has expressed her extreme distress and has been very shocked what her beauty and health practice has been accused of. She stated that if any of her staff has been offering any inappropriate/sexual services to her customers, she has been completely unaware of and would never have allowed such behaviour within her practice.

Ms Gao also mentioned that her staff are aware that there are CCTV in operation in the massaging rooms. This acted as a deterrence/protection to the staff and the customers in case anyone did misbehave or should there be any concerns for safety. CCTV recording are automatically deleted by the system after 2 months.

Ms Gao would reiterate that she has been completely unaware that her practice has been used other than in accordance with the terms and conditions of her Special Treatment licence. She is certainly unaware or given permission to any members of staff at the premises to provide any other services apart from the type of massages advertised or set out in this letter above.

Please do not hesitate to contact us again should there be any other issues which we could be of assistance to. I am the solicitor who has conduct of this matter and all correspondence could be directed at me.

Yours sincerely,

  
Partner

Lam & Meerabux Solicitors