



## **CUSTOMER COMPLAINTS POLICY**

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business, so we aim for the highest standards in everything we do. Complaints are rare, but we take them seriously, so we have a complaints policy and process we follow to make sure things are put right where needed and we learn from your feedback.

### **PROCESS**

Tell someone you're not happy with the service you've received, either while you're in the salon/barbershop or as soon as possible after leaving. Calmly and clearly explain the problem.

We will listen to your feedback and ask questions as necessary to understand why you are making a complaint. We aim to resolve all complaints within eight weeks.

If you have already left the salon/barbershop, don't go to another salon as we have the right to see exactly what the service or treatment you received from us looks like. We will arrange a suitable time for you to come back into our salon and discuss your complaint in private.

Where we think your complaint is reasonable, we will redo a part or all of the service or treatment again as soon as possible, free of charge. The work will be done by a different stylist, barber or beauty therapist if you prefer, although this may not be possible if the individual is self-employed.

If we can't fix the problem, we may offer a partial or full refund depending on how reasonable we consider your complaint to be.

### **ALTERNATIVE DISPUTE RESOLUTION**

If, after following our complaints policy, we still can't agree on how to resolve the complaint to your satisfaction, as required by the Alternative Dispute Resolution for Consumer Disputes Regulations 2015, we will refer you to a certified alternative dispute resolution provider, Hair & Beauty Mediation. As mediators, they listen to both sides and help us work towards a fair and reasonable compromise which is acceptable to both parties. It is not legally binding unless both parties agree on an outcome, but it is a cheaper and quicker alternative than taking legal action.

Please note there is a charge of £12 including VAT for the client and £30 including VAT for the salon.

Hair & Beauty Mediation can be contacted by:

Phone: 01234 831965

Email: [mediation@nhbf.co.uk](mailto:mediation@nhbf.co.uk)

Website: [www.nhbf.co.uk /complaints](http://www.nhbf.co.uk/complaints)