

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 8 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 the 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.

If, after following our complaints policy we still can't agree on how to resolve the complaint to your satisfaction, as required by the Consumer Rights Act 2015 we will refer you to a certified alternative dispute resolution provider, Small Claims Mediation Ltd. They are mediators, an independent third party which listens to both sides and helps us both work towards a fair and reasonable compromise which, if agreed, becomes legally binding. It is a cheaper alternative for you than taking legal action.

We will participate in a one hour session at a mutually time to be agreed with Small Claims Mediation Ltd. Please note there is a charge of £50+VAT for the salon and £50+VAT for you as the client.

Small Claims Mediation Ltd can be contacted by:

Phone: 0116 284 8100

Email: admin@small-claims-mediation.co.uk

SMALL CLAIMS MEDIATION
Mediating in the Modern World



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