

## **Customer Complaints Policy at Alresford Haircare**

At Alresford Haircare our priority is for you to be completely satisfied with the service you receive. We aim for the highest standards in everything we do.

Although complaints are rare, we take them seriously and we have a complaints policy and process that we follow to ensure things are put right where needed and we learn from your feedback.

If you have a complaint tell a member of our team at the earliest opportunity that you are not happy with the service you have received, either while you're in the salon or as soon as possible after leaving. By calmly and clearly explaining the problem we will listen to your feedback and ask questions as necessary to understand why you are making a complaint. You may be passed over to our manager who will handle your complaint.

We aim to resolve all complaint within eight weeks. If you have already left the salon, don't go to another salon or do anything at home as we have the right to see exactly what the service or treatment you received from us looks like and this will affect us moving through the complaints stage procedure.

Stage 1. We will arrange a suitable time for you to come back into our salon and discuss your complaint and where we think your complaint is reasonable, we will redo a part or all the service or treatment again as soon as possible, free of charge.

Stage 2. If we cannot fix the problem, we may offer a partial or full refund depending on how reasonable we consider your complaint to be.

Stage 3. After following our complaints policy, we still cannot 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 for both the client and also the salon for this process. Hair & Beauty Mediation can be contacted by: 01234 831965 [mediation@nhf.info](mailto:mediation@nhf.info) [www.nhf.info/complaint](http://www.nhf.info/complaint)