

Vicki-Jane Hair Design is committed to providing a safe and secure environment for our clients who may be dealing with hair loss or seeking wig-related services. This Safeguarding Policy outlines our commitment to promoting the well-being and protection of individuals, ensuring that their experiences within our salon are positive, respectful, and secure.

Policy Statement:

Client Dignity and Respect:

- Every client will be treated with dignity and respect, regardless of the reason for seeking hair loss or wig-related services.
- All staff members will receive training to foster a sensitive and understanding approach towards clients dealing with hair loss, recognising the potential emotional impact.

Confidentiality:

- All client information, including the fact of hair loss or wig services, will be treated with the utmost confidentiality. Client privacy is maintained at all times.

Informed Consent:

- Prior to providing any services, clients will be fully informed about the nature of the services, the products used, and any potential impact on their hair or scalp.
- Clients will be asked for explicit consent before taking photographs or using their images for promotional purposes.

Anti-Discrimination and Inclusivity:

- The salon is committed to providing services to all clients regardless of gender, age, race, ethnicity, religion, or sexual orientation.
- Staff members will not engage in discriminatory behavior, ensuring a welcoming and inclusive atmosphere for all clients.

Safe and Hygienic Environment:

- The salon will maintain high standards of cleanliness and hygiene to ensure a safe environment for clients.
- Proper sanitation practices will be followed for all equipment, wigs, and accessories used in the salon.

Training and Professional Development:

- Regular training to stay updated on the latest techniques, products, and industry standards related to hair loss and wig services is paramount at Vicki-Jane Hair Design, enabling us to provide optimal care to all clients.

Complaints Procedure:

- A clear and accessible procedure will be in place for clients to raise any concerns or complaints.
- All complaints will be investigated promptly and resolved in a fair and transparent manner.

Child Protection:

- If a child is accompanying a client, staff members will ensure their safety and comfort.
- Any concerns about the well-being of a child will be reported to the appropriate authorities as per legal obligations.

Review and Update:

This Safeguarding Policy will be regularly reviewed and updated to ensure its effectiveness and relevance.

Date of Last Review: 03/01/24