

YOUNG BEAUTY LTD

CUSTOMER COMPLAINTS PROCEDURE

Our customers' views are extremely important to us, therefore we keep our communication procedure as straight forward as possible to invite open, honest and meaningful ways to ensure we resolve any issues and gain learnings from every point raised.

WE AIM TO ENSURE THAT:

- Expressing frustration or dissatisfaction is as straightforward and quick as possible for our customers
- We welcome feedback and handle all customer communication with the same level of care and attention
- We treat issues with a sense of urgency and priority
- We deal with all issues fairly and consistently
- We take each issue as a learning point to further develop our services and procedures
- We attempt to reach a mutually satisfactory resolution for our customers and our company

IT IS OUR RESPONSIBILITY TO:

- Acknowledge your communication in writing
- Respond within our stated period of time
- Deal reasonably and sensitively with all communication
- Take actions that facilitate positive outcomes wherever possible

WE ASK YOU TO:

- Bring any issue to our attention in writing, within 8 weeks of the issue arising or within 4 months of the treatment being undertaken
- Explain the issue as clearly and as fully as possible including any action taken to date and your preferred outcome
- Allow us reasonable time in which to deal with the matter
- Recognise that some circumstances may be beyond our control

We are happy to receive feedback from someone acting on your behalf, providing you have given consent for them to do so.

CONFIDENTIALITY

Except in exceptional circumstances, every attempt will be made to ensure that we maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to do so. Should this be the case, the situation will be fully explained to you.

TIMINGS

We will contact you within 24 hours to acknowledge receipt of your communication, and aim to respond within 5 working days with our findings and outcome.

REVIEW PROCESS

STAGE 1

- In the first instance, your initial point of contact must establish the seriousness of your complaint. An informal approach is taken. In the first case this should take the form of a face to face customer review. All efforts should be made by both parties to undertake this review and outline an amicable resolution.
- At this point the issues should be outlined and possible remedies discussed.
- Photographs will be taken by the therapist for documentation purposes, if this is not possible photographs will be taken by an independent and agreed third party. Photographs supplied by the complainant may not be deemed submissible if poor quality or the image is un-necessarily distorted to exaggerate the issue.
- Complaints should be raised within 8 weeks of issue arising or no longer than 4 months of the treatment being undertaken.
- Complaints may be deemed void if other/further treatments have been undertaken which would have an impact on the initial treatment which the complaint is pertaining to.
- However, if concerns cannot be satisfactorily resolved the complaint then becomes formal and our procedure should be followed and escalated to stage 2.
- Complaints will not be escalated to stage 2 without all of the above stages being undertaken

STAGE 2

- A formal complaint should be made in writing. If in writing, please address to the Young Beauty Limited
- We aim to respond and propose a satisfactory outcome within 5 working days, however this may be extended if an investigation is required
- We will thoroughly review your complaint and investigate should that be required. All findings will be securely documented
- If you are dissatisfied with the decision, your case may be escalated in certain circumstances. Should escalation occur, we aim to respond within a further 14 working days. This decision at this stage will be deemed final