



## **Complaints Procedure**

### **1. Purpose**

**To ensure all client complaints are handled promptly, fairly, and effectively, in line with best practice, professional standards, and regulatory requirements (including insurance and GDPR obligations).**

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### **2. How to Make a Complaint**

**Clients may raise a complaint by:**

- **Email:** Fresh.wsm@gmail.com
- **Phone:** 07856241238 (Salon) 07445447012 (Owner)
- **In Writing:** 19 Alexandra Parade, Weston Super Mare, North Somerset, BS231QT
- **Verbally in person:** to a member of staff (to be documented immediately)

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### **3. Acknowledgement**

**All complaints will be acknowledged within 2 working days of receipt.**

**The acknowledgement will include:**

- **Confirmation that the complaint has been received**
- **Name of the staff member handling the complaint**
- **Expected timeline for investigation and response**

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### **4. Investigation Procedure**

**Once acknowledged:**

- **The complaint will be reviewed by the Director or a designated senior member of staff**
- **A full investigation will be conducted, including staff interviews (if necessary), record reviews, and clinical review (if treatment-related)**
- **The client may be asked for further information if clarification is required**
- **All findings will be documented and stored securely**

**Investigation Timeframe:**

**Complaints will be resolved within 10 working days. If additional time is required, the client will be informed with an explanation and a revised timeframe (maximum extension: 10 further working days).**

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## **5. Outcome & Resolution**

**The client will receive a written response including:**

- **A summary of the complaint**
- **The findings of the investigation**
- **Any actions taken or proposed**
- **Any changes implemented to prevent recurrence**
- **An apology, where appropriate**

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## **6. Escalation**

**If the client is dissatisfied with the outcome, they may escalate their complaint to:**

- **The Director (if not already involved)**
- **The relevant insurance provider (contact details available upon request)**

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## **7. Record Keeping**

- **All complaints are logged and stored confidentially for a minimum of 7 years**
- **Records are kept in line with GDPR and data protection legislation**
- **Anonymous trend analysis is carried out to support service improvement**

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## **8. Staff Training**

**All staff are trained on the complaints procedure during induction and receive annual refreshers.**

**They are supported in handling complaints calmly, professionally, and with empathy.**

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## **9. Non-Retaliation**

**Clients will not be subject to any discrimination or disadvantage as a result of making a complaint.**

**Complaints are regarded as valuable opportunities for improvement.**