



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).

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).

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.

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.