

**If you are not happy with a service**

**1. Time frame in which to raise the complaint.**

We need you to inform a manager of any issues within seven days of your visit. Once we have been made aware, we will endeavour to work with you to get you back into the salon in a timely manner.

**2. A manager will speak with you personally and assess what needs to be done. This can be carried out in the salon or via a phone call initially. If you are reluctant to do either, we cannot help any further and will unfortunately have to consider the matter closed.**

**3. Re-do – not refund.**

That's our policy. We will always offer to re-do all services free of charge until you are happy. This could be over one visit or several.