

Complaints Policy

We pursue excellence, through constant improvement, training and development, to ensure that we consistently meet and exceed your expectations.

During a complimentary consultation your Head Office stylist will discuss your hair goals. If your hair goals are to be achieved on multiple visits through a journey, this will be discussed and your expectations will be managed accordingly.

We always try to be open, authentic and honest in our communications so you can fully expect how much your service will cost, as well as what is likely to be achieved before you commit to the service or hair journey.

We do this through:

- ✓ thorough consultations both online and in person,
- ✓ a strand test prior to a chemical service where necessary to ensure the condition of your hair isn't compromised,
- ✓ allergy alert screening and skin testing in line with our insurance policy and manufacturers' guidelines to ensure your health and safety

Feedback is very important at Head Office.

All feedback received will be used to develop and maintain the services and products offered at Head Office.

You will always be asked if you are happy with the service, at the end of your appointment and we encourage you to be honest at this time. If; however, you do not feel comfortable stating your concerns please follow the next steps:

- Contact the salon directly
via email: info@headofficehairstudios.co.uk or call 01978 362816 and ask to speak to our manager Leah, or assistant manager Abi within 7 days of your appointment.
- Do not attempt to correct the perceived problem yourself, or ask someone other than a stylist of Head Office Creative Hair Studios as this will mean we are unable to provide any correction/adjustment services.
- Explain what it is you are not happy with and we will organise for you to come into the salon within 7 days of receiving your complaint, to discuss how you feel, carry out an assessment of your hair and understand why you believe we haven't met your expectations on this occasion.
- Where it is agreed by management that the salon has not met the expectations, we will offer complimentary correction/adjustment (for the original desired look). If it is agreed by management that there is no opportunity to fully meet your expectations after your feedback has been received you will receive a refund of the service charged.
- If the complaint is not made in a timely manner, or the client or another hairdresser not associated with Head Office Creative Hair Studios, or any other

person carries out any services on the hair before you have returned to the salon, we will not be able to provide any correction.

EXPECTATIONS

It is important to fully understand the expectations prior to having a service with Head Office Creative Hair Studios so we have also created this useful guide.

CUTS

Where precision cutting techniques have been used there can be some movement if the hair is not styled / parted in the same place. If this happens, and you find a few strands seem uneven, please let us know within 48 hours of your appointment so we can correct any rogue strays. There is a time limitation of 7 days for a cut correction. Unfortunately, our hair doesn't grow evenly all over our head, and therefore as your hair grows out you may find the shape / precision of the cut may change. To maintain cut definition your stylist will recommend the frequency of hair maintenance which is normally around 6 weeks depending on the style.

COLOURS

All colours fade, this includes toners that are applied over lightened hair. All colours create regrowth as your hair grows. Colour maintenance will depend on the colour service and your style but on average are between 4 – 8 weeks. Your stylist will advise you on aftercare during your appointment. To get the best from your colour service it is essential that you use professional products, as recommended by your stylist, as non-professional products often contain detergents and silicones that can damage the colour.