



Customer Complaints Policy

Fubar's priority is for you to be completely satisfied with the service you receive from us.

Fubar aims for the highest standards in everything we do using products that we have trusted and approved. We very rarely encounter complaints, but we take them seriously when we do. Our complaints policy ensures that we can learn from your feedback and correct any errors.

This policy is based on the 'Customer Complaints Policy' from the 'NHBF'

COMPLAINTS PROCESS

1. If you have any issues, concerns or questions with the service you have received, please raise them whilst still in the salon or as soon as possible once returning home. In most cases, the sooner an issue is brought to our attention, the easier it will be to rectify.
2. We will listen to your feedback and ask questions as necessary to understand why you are making a complaint. We aim to resolve all complaints within eight weeks.
3. If you have already left the salon, don't go to another salon as we have the right to see exactly what the service or treatment you received from us looks like. Please do not attempt to modify the service yourself. By applying additional product or modifying the haircut, we will not be able to rectify the issue as effectively as we cannot guarantee our products will not react with those applied by others. We will arrange a suitable time for you to come back into our salon and discuss your complaint in private.
4. Where we think your complaint is reasonable, we will redo a part or all of the service or treatment again as soon as possible, free of charge. If you would prefer, another member of the Fubar team can carry out this service for you. We will do our best to accommodate stylist requests where the appointments align with their availability.
5. If we can't fix the problem, we may offer a partial or full refund depending on how reasonable we consider your complaint to be.

ALTERNATIVE DISPUTE RESOLUTION

If, after following our complaints policy, we still can't agree on how to resolve the complaint to your satisfaction, as required by the Alternative Dispute Resolution for Consumer Disputes Regulations 2015, we will refer you to a certified alternative dispute resolution provider, Hair & Beauty Mediation. As mediators, they listen to both sides and help us work towards a fair and reasonable compromise which is acceptable to both parties. It is not legally binding unless both parties agree on an outcome, but it is a cheaper and quicker alternative than taking legal action.

Please note there is a charge of £12 including VAT for the client and £30 including VAT for the salon.

Hair & Beauty Mediation can be contacted by:

Phone: 01234 831965

Email: mediation@nhbf.co.uk

Website: [www.nhbf.co.uk /complaints](http://www.nhbf.co.uk/complaints)

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Ella Neeson

Owner & Co Director

Fubar hair collective