

The Hair Group

COMPLAINTS PROCEDURE

In the unlikely event that you are unhappy with your hair, you have 14 days to raise this issue

1. In order for us to deal with this you must return to the salon within the 14 days for us to assess the issue.
2. If you have put a colour on or had another hairdresser do work on your hair before returning to the salon we cannot take the complaint any further
3. We have the right to rectify the issue
4. In the event you are still not happy with your hair, we will discuss the options of bringing in a third party to undertake the work or a partial refund depending on the aspect of the service you are not happy with, assuming this is valid and reasonable

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