



Hairforce 1 Training Academy Complaints Policy

Our aim is to provide the best service possible, and while we always strive to achieve this, there will be times when the client is unhappy with the service. We aim to handle complaints quickly in an effective, fair and honest way.

The policy aims to ensure that:

- All members of the public know how to feedback to Hairforce 1 Training Academy and the process of making a complaint is simple;
- All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep the customer informed of the progress;
- Improved customer relations are built by resolving feedback during the initial stages wherever possible.
- All feedback is recorded and monitored so that we learn from feedback and take action to improve services.

The Definition of a Complaint

A complaint is...

“An expression of dissatisfaction regarding Hairforce 1 Training Academy standard of training, service, action or lack of action”.

Please note that a complaint is not “An initial request for a service to be delivered”.

Who Can Make a Complaint?

Any member of the public or their representatives, staff, businesses, public and voluntary bodies can make a complaint about Hairforce 1 Training Academy.

How a Complaint Can be Made

- **Verbally** – to the tutor or head office
- **Email** – info@hairforce-1.co.uk
- **Letter**– to the head office : 54 London Road, Romford, RM7 9QX

The Complaints Process

1. All complaints are addressed to the customer service manager. A response should be made within 5 working days. This is regardless of how the complaint or expression of dissatisfaction is made.
2. If you feel the response to your complaint under stage one is unsatisfactory, the next stage is for the complaint to be referred to the Management Team who will investigate further and liaise with any additional staff whose information may help resolve the complaint
3. You will receive a response within 10 working days. If an interim reply is needed, you will be given a timescale by which a full

reply will be received.

4. If you feel the response to your complaint is still not satisfactory, you must advise us within one calendar month of the date of the response from Stage 2 otherwise the case will be closed. The Chief Executive / or relevant Director will then conduct an Internal Review.

At this stage all communication will be with the Chief Executive / or relevant Director. A full response will normally be received within 15 days.

Confidentiality

All complaints are treated with confidentiality in mind. Only the customer service manager will be aware that a complaint has been received and is being dealt with. Where the complaint extends to the training service, whilst the tutor may be requested to provide information to satisfy the complaint, this will be handled appropriately as to not prejudice further training or assessments.

Anonymous requests will be acted upon, however it is better to provide contact details so that the complainant can be informed of the outcome.

Aggressive or Obsessive Complaints

Hairforce 1 Training Academy wants to deal fairly and honestly with complainants and ensure that other users, clients and staff do not suffer detriment from persons making vexatious complaints. Hairforce 1 Training Academy solicitors will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

Complaints about Products and manufacturers

Hairforce 1 Training Academy recognises complaints regarding products and equipment supplied through ourselves, and any organisation contracted to work or supply Hairforce 1 Training Academy, and will seek to resolve such complaints. Hairforce 1 Training Academy will forward complaints received in respect of other organisations to the appropriate bodies.

Equalities Statement

Hairforce 1 Training Academy aims to handle all complaints fairly and honestly regardless of who makes a complaint. Hairforce 1 Training Academy treats all members of the community equitably and will not show bias to any individual or group.

Matters that are Outside the Policy

The following matters are not included in this policy:

- Complaints which are subject to legal proceedings
- All complaints are logged and recorded and analysed as part of the customer service satisfaction procedure.