The Essentials Beauty Client Complaints Policy:

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business, so we aim for the highest standards in everything we do. Complaints are rare, but we take them seriously, so we have a complaints policy and process we follow to make sure things are put right where needed and we learn from your feedback.

If you need to make a complaint:

Tell someone you're not happy with the service you've received, either while you're in the salon or as soon as possible after leaving. Calmly and clearly explain the problem. 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. 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. We will arrange a suitable time for you to come back into our salon and discuss your complaint in private with a Senior member of staff or one of the Management team. 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. The work will be done by a different beauty therapist if you prefer, although this may not be possible depending on time availability. We will arrange a convenient time for another team member to re-do the treatment with an alternative team member as soon as possible. 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.

We request that you contact us regarding any feedback or complaints to give us the opportunity of resolving the issue before reviewing our salon or staff on any social media or internet platforms.

Any complaints or feedback can be also sent directly to the Salon Manager **Emma** via email
 emma@the-essentials.co.uk or you can call her on 01217497000 and request a call back.

Thank you
The Essentials Team