



17 The Grange, Southport, England, PR9 7NZ

COMPLAINTS POLICY

Purpose

The purpose of this policy is to establish clear and transparent procedures for addressing and resolving complaints from clients, customers, employees, or any other stakeholders. This policy aims to ensure that complaints are handled promptly, fairly, and with the utmost professionalism, contributing to the continuous improvement of our services and operations.

Scope

This policy applies to all employees, contractors, clients, and stakeholders involved in any interaction with The Great British Barber Bash.

Definitions

1. **Complaint:** Any expression of dissatisfaction with our products, services, or the behaviour of our staff that requires formal resolution.

Policy Statement

1. Accessibility:

- The Great British Barber Bash is committed to maintaining accessible channels for receiving complaints. Complaints can be submitted through email, our contact form, or in-person.

2. Receipt of Complaints:

- All complaints will be acknowledged within 1-3 days of receipt. The acknowledgment will include an expected timeframe for resolution.

3. Confidentiality:

- Complaints will be treated with the utmost confidentiality. Information related to the complaint will only be shared with individuals directly involved in the resolution process.

4. Investigation:

- An impartial and thorough investigation will be conducted for each complaint. The investigation may involve interviews with relevant parties, review of documentation, or any other necessary measures.

5. Resolution:

- The Great British Barber Bash is committed to resolving complaints in a fair and timely manner, usually within 14 days. The resolution will be communicated to the complainant, along with any corrective actions taken.

6. Escalation:

- If a complainant is not satisfied with the initial resolution, they may request escalation. The escalation process will involve a review by a higher-level authority or an independent mediator, where relevant or possible.

7. Record Keeping:

- All complaints, including details of the investigation and resolution, will be documented, and retained for a period of 1 year.

8. Continuous Improvement:

- Feedback from complaints will be analysed to identify trends or areas for improvement. The findings will be used to enhance our products, services, and internal processes.

Responsibilities

1. Complainant:

- Provide accurate and detailed information about the complaint.
- Cooperate with the investigation process.

2. Staff Handling Complaints:

- Treat complainants with respect and professionalism.
- Conduct impartial and thorough investigations.
- Ensure compliance with this policy.

Review and Revision

This policy will be reviewed annually or as needed to ensure its effectiveness and relevance. Revisions will be made as necessary to reflect changes in processes or regulations.

Signature:

Date: 21st November 2022

Name: Garry Spenser

Position: Director

Version Control

Issue	Description	Change Date	Made By	Approved	Approval date
1.0	Policy Statement			Yes	21/11/22
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