



## Heavenly Brows Ltd Complaints Policy

At Heavenly Brows Ltd, we are committed to providing the best service possible. However, we understand that there may be times when a client is unhappy with our service. In such instances, we aim to handle complaints quickly, effectively, and fairly.

Our policy ensures that:

- The process of making a complaint is simple and accessible to all members of the public.
- All feedback is taken seriously and dealt with promptly and courteously.
- Customer relations are improved by resolving feedback at the initial stages whenever possible.
- Feedback is recorded and monitored to identify areas for improvement.

Definition of a complaint:

A complaint is an expression of dissatisfaction regarding Heavenly Brows Ltd's standard of training, service, action, or lack of action. It is not an initial request for service delivery.

Who can make a complaint:

Any member of the public, their representative, staff, businesses, public and voluntary bodies can make a complaint about Heavenly Brows Ltd.

How to make a complaint:

Complaints should be sent in writing to [customercare@heavenlybrows.uk](mailto:customercare@heavenlybrows.uk).

The complaints process:

- All complaints will receive a response within 5 working days.
- If the initial response is unsatisfactory, the complaint will be escalated to the Management Team for further investigation.
- A response will be provided within 10 working days.
- If necessary, an interim reply will be given with a timeframe for a full response.
- Complaints must be advised within one month of the response from the management team.

Confidentiality:

All complaints are treated with confidentiality. Anonymous complaints will be acted upon, but providing contact details is preferred for informing the complainant of the outcome.

Aggressive or obsessive complaints:

Heavenly Brows Ltd will address aggressive or obsessive complaints to ensure fair treatment for all parties involved.

Complaints about products and manufacturers:

Heavenly Brows Ltd will handle complaints regarding products and equipment supplied through us or any contracted organization. Complaints about other organizations will be forwarded to the appropriate bodies.

Equalities statement:

Heavenly Brows Ltd handles all complaints fairly and without bias, treating all members of the community equitably.

Exclusions:

Complaints subject to legal proceedings are not covered by this policy. All complaints are logged, recorded, and analyzed as part of our customer satisfaction procedure.

We appreciate your feedback and are committed to resolving any issues promptly and effectively. Thank you for your understanding.